

Wholesale FibreLine Local Access Price List

Service Description

For a description of the Services please refer to the Reference Offer for the provision of Wholesale FibreLine Local Access Services (the “Agreement”) and the Wholesale FibreLine Local Access Technical Characteristics document (CIP040).

Wholesale FibreLine Local Access (WFLA) End User Connection Charges

End User Connection Charges	Operative Date	Connection Charges Ex. VAT
WFLA End User New Provide*: Standard installation; ONT within 50 metres (usable of fibre length) of entrance	18/03/22	£0.00
WFLA Communications Provider to CP Migration	01/05/19	£2.99
Migration from Connect Provider Broadband Fibre to WFLA Communications – same CP / same or different service / same End User Site	18/03/22	£0.00

Wholesale FibreLine Local Access (WFLA) Fixed Charges

End User Fixed Charges	Operative Date	Fixed Charges Ex. VAT
WFLA Cancel/Amend/Modify – Proposed Start Date amend, Order amend, Order cancellation, Service Level amend	01/05/19	£5.82
WFLA Change Tariff Charge (End User Access Modify)	01/05/19	£5.82
WFLA Cancellation Charge payable when the CP cancels an Order prior to the Proposed Start Date	01/05/19	£5.82
WFLA Cancellation Charge payable when an Order is cancelled after it has been suspended pursuant to the Agreement	01/05/19	£5.82
WFLA Cancellation Charge payable when an Order is rejected by KCOM for the reasons set out in the Agreement	01/05/19	£5.82

Wholesale FibreLine Local Access End User Rental Charges

Service	WFLA FTTP Download Speed / Upload Speed	WFLA FTTC Download Speed / Upload Speed	Operative Date	Transition* End User Rental Charges Per Month Ex. VAT		Data Only End User Rental Charges Per Month Ex. VAT	
				Service Level 2	Service Level 3	Service Level 2	Service Level 3
FibreLine LA 33/33	33 Mbps / 33Mbps		06/01/25	£6.13	£9.23	£14.12	£17.22
FibreLine LA 53/53	53Mbps / 53Mbps		06/01/25	£7.94	£11.04	£15.93	£19.03
FibreLine LA 83/83	83Mbps / 83Mbps		06/01/25	£9.00	£12.10	£16.99	£20.09
FibreLine LA 106/106	106Mbps / 106Mbps	N/A	06/01/25	£9.97	£13.07	£17.96	£21.06
FibreLine LA 185/185	185Mbps / 185Mbps	N/A	06/01/25	£11.90	£15.00	£19.89	£22.99
FibreLine LA 318/318	318Mbps / 318Mbps	N/A	06/01/25	£13.98	£17.08	£21.97	£25.07
			16/01/25	£12.94	£16.04	£20.93	£24.03
FibreLine LA 440/440	440Mbps / 440Mbps	N/A	06/01/25	£15.24	£18.34	£23.23	£26.33
FibreLine LA 530/530	530Mbps / 530Mbps	N/A	06/01/25	£15.60	£18.70	£23.59	£26.69
FibreLine LA 795/550	795Mbps / 550Mbps	N/A	06/01/25	£17.23	£20.33	£25.22	£28.32
FibreLine LA 954/550	954Mbps / 550Mbps	N/A	06/01/25	£17.95	£21.05	£25.94	£29.04

* The Transition End User services are only available in conjunction with a KCOM Line Rental Service or other line rental services supplied by KCOM. Termination of the associated phone line service can only be accepted if the FibreLine End User Transition product is also being terminated.

Termination Payment

Termination of WFLA services to End Users are subject to one month's notice.

Virtual Cable Connect

Access Links	Operative Date	Connection Charges Ex. VAT	Rental Per Annum Ex. VAT
VDSL Cable Connect 100Mbps	01/05/22	£500.00	£8.00
Virtual CableConnect 1Gbps VLAN	01/04/23	£607.36	£8.00
Virtual Cable Connect Cease	01/04/23	£6.51	-
Virtual Cable Connect VLAN moves	01/04/23	£6.51	-

Local Access Backhaul Service

Access Links	Operative Date	Connection Charges Ex. VAT	Rental Per Annum Ex. VAT
FibreLine FTTP LABS 10Gbps	01/05/22	£6,000	£6,510

Wholesale FibreLine Service Features & Service Level Table

Other Features	
Equipment provided	Optical Network Terminal (one power socket required)
IP Addresses	Not included. Provided by ISP's own allocation, from Ripe or from the End User's private IP range
KCOM Technical Support Team*	Second line support on 01482 604960
Proposed Start Date	To be confirmed when placing Order for Services.
Service Level 2	Time To Resolve (TTR): End of next Working Day after the CP reports the incident to KCOM, Monday to Friday 8am-5pm
Service Level 3	Time To Resolve (TTR): Same-day repair when the incident is reported before 12pm, 7 days per week

* For the avoidance of doubt, the CP agrees to provide first line support to the End Users. In the event of an incident for which the CP requires second line support, the CP should notify KCOM by contacting the KCOM Technical Support Team. Access to KCOM Technical Support Team is included as part of the Services, the CP must not provide this number to any End User.

Other Services Required, if Using KCOM Accommodation

Ancillary Services

- Co-location
- Internal Cable Connect
- Exterior Cable Connect OR Ethernet Connect Access Service (ECAS)

Time Related Charges - Call Out, Visit, Missed Appointment and Expedite Charges

Time Related Charges are payable where the CP requests the additional Services as set out in the table immediately below.

Call Out Charges	Operative Date	Standard Visit Charge (For Each Site Visit) Ex. VAT	Hourly Rate per Hour or part thereof Ex. VAT	Minimum Hours	Minimum Call Out Charge Ex. VAT
Call Out Charge; No KCOM Fault Found for visits made during TTR hours*	01/05/19	£100.00	£85.00	1	£185.00
Missed Appointment Fee**	01/05/19	£100.00	N/A	N/A	N/A
Expedite of a WFLA FTTP Installation Order*** Category 1**** & 2****	01/05/19	£250.00	N/A	N/A	N/A
Category 3**** & 4****	01/05/19	£450.00	N/A	N/A	N/A

* The Call Out Charge excludes any Charges for equipment and materials that KCOM supplies during a 'No KCOM Fault Found Visit.' The CP shall pay for such equipment and materials at cost-price plus 15%.

** The CP will be subject to a Missed Appointment Fee if a KCOM engineer has been dispatched to an End User Site and:

- (a) the appointment is cancelled by the CP and/or the End User after the engineer has been dispatched.
- (b) the person in attendance at the End User Site is under the age of 18.
- (c) there is no one at the End User Site.
- (d) there is no one at the End User Site who knows what work is required or who is otherwise authorised to agree it.
- (e) the CP and/or the End User ask the KCOM engineer to call back at an alternative time.
- (f) the KCOM engineer is refused entry to the End User Site.
- (g) installation of the Services cannot proceed due to any other CP or End User related issue e.g., no available power sockets or there are insufficient power sockets and/or there is insufficient wall space.

*** The Expedite Charge is payable in addition to the WFLLA End User New Provide Connection Charge. The Expedite Charge shall only be payable by the CP if KCOM provides the Services by the revised Proposed Start Date.

**** Category 1 - Services are in a roll-out area where a splitter is allocated and the property is tubed, with no splicing and cabling required. May need OH work (OFAD fitting).

Category 2 - Jointing required to liven up fibre at CSP/CTU, install also required.

Category 3 - Cable required from PMC to CSP/CTU, jointing to liven up the fibre, install also required

Category 4 - Civils required to lay ducting, cable required from PMC to CSP/CTU, jointing to liven up the fibre, install also required.

PMC - Pole mounted closure. CTU - Customer termination unit. CSP - Customer splice point. OH – Overhead feed. OFAD - Optical Fibre Aerial Drop wire

Historical Pricing

For historical pricing, please email wholesalesales@kcom.com

For withdrawn tariffs, please see P13-S66 under No Longer Available <https://www.kcom.com/pricing/>