

Wholesale Fibre Price List

Service Description

For a description of the Services please refer to the Reference Offer for the provision of Wholesale Fibre Services (the “Agreement”) and the Wholesale Fibre Technical Characteristics document (CIP048).

Wholesale Fibre End User Connection Charges

End User Connection Charges	Connection Charges Ex. VAT
End User New Provide Standard Installation	£15.00
End User New Provide Premium Installation	£20.00

Wholesale Fibre Fixed Charges

End User Fixed Charges	Fixed Charges Ex. VAT
Cancel/Amend – Proposed Start Date amend, Order cancellation	£5.82
Change Tariff Charge (upgrade only)	£0.00
Change Service Level Charge	£0.00

Wholesale Fibre End User Rental Charges

Service	Download Speed/Upload Speed	Rental Charges per Month ex VAT*	
		Service Level 2	Service Level 3
Wholesale Fibre 50	50Mbps/50Mbps	£14.00	£17.10
Wholesale Fibre 75	75Mbps/75Mbps	£15.00	£18.10
Wholesale Fibre 150	150Mbps/150Mbps	£16.00	£19.10
Wholesale Fibre 300	300Mbps/300Mbps	£17.50	£20.60
Wholesale Fibre 500	500Mbps/500Mbps	£19.00	£22.10
Wholesale Fibre 900	900Mbps/550Mbps	£21.00	£24.10

Termination Payment

*In the event of early termination, these Charges will apply for each month remaining of the Initial Term of the applicable Order.

Onboarding Fee

This fee covers the provision of Virtual Cable Connects (VCABs) and the Local Access Backhaul Service (LABS).

KCOM will implement controls to protect VCABs from overutilisation and over-provisioning. This is intended to maintain consistent service performance for the Communications Provider's (CP's) End Users, while enabling KCOM to manage network capacity effectively.

Each VCAB will support a maximum of 166 End User connections. This limit reflects the proportion of shared VCAB bandwidth expected to be consumed by each subscriber and reduces the risk that periods of peak demand could cause congestion, degraded service quality or operational issues.

When a CP orders its 167th End User connection, an additional VCAB will be provisioned. Further End User connections will be assigned to the new VCAB, up to the same maximum of 166 connections, with this process repeated as further capacity is required.

KCOM will also monitor the utilisation of the upstream LABS and handoff connections. Where required, these will be proactively increased based on peak-hour utilisation to maintain sufficient capacity and protect service performance.

Access Links	Connection Charges Ex. VAT	Renewal Fee Per Annum Ex. VAT*
Onboarding fee	£12,000	£2,000

*This fee will be payable from the first anniversary of the onboarding date. KCOM will advise each CP of their onboarding date, which will be once the initial provision of VCABs and LABS has completed.

Ancillary Services

Click [HERE](#) to view details of Ancillary Services

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

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

Call Out Charges	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*	£100.00	£85.00	1	£185.00
Missed Appointment Fee**	£100.00	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) a KCOM engineer has been dispatched to an End User Site and:
 - i. the appointment is cancelled by the CP and/or the End User after the engineer has been dispatched.
 - ii. the person in attendance at the End User Site is under the age of 18.
 - iii. there is no one at the End User Site.
 - iv. there is no one at the End User Site who knows what work is required or who is otherwise authorised to agree it.
 - v. the CP and/or the End User ask the KCOM engineer to call back at an alternative time.
 - vi. the KCOM engineer is refused entry to the End User Site.
 - vii. 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.
- b) if the Order is cancelled within two Working days of the Proposed Start Date.