

# Connect Broadband Max

## Not available for new supply

### Service Description

- Connect Broadband Max is our reseller product available to third party organisations that have signed the appropriate Reseller Agreement with KCOM.
- Resellers are defined as partner organizations that provide a customer solution which includes end customer billing, service support, equipment, configuration and all sundry items necessary to provide a usable service. KCOM will provide access to the ADSL network as directed via an order originating from the Reseller, where this order meets the required criteria.
- The Reseller provides and configures all necessary customer premises equipment, ensuring that it is compatible with the KCOM ADSL network and will also be responsible for all enquiries regarding the service from customers.

### Commission Structure

Orders approved by KCOM submitted by recognised Reseller partners will qualify the Reseller for a lower rental tariff, billed to the Reseller. Resellers are responsible for billing their customers. KCOM will charge Resellers quarterly in advance. Resellers must only bill their customers quarterly.

All Resellers must sign the appropriate Reseller Agreement before they can start to buy Connect Broadband Max.

The following Reseller discounts apply:

Band	Reseller Broadband Customer Installs	Discount Per Quarter
1	< 50	5%
2	51-75	7.5%
3	> 75	10%

Connect Broadband Max is available with 1-month, 12-month or 24-month contract terms.

1-month contract terms require an activation charge of £40 per connection.

24-month contracts qualify for additional discounts, as follows:

Bronze Max: 5% discount

Silver, Gold and Platinum Max: 10% discount



## Charging Structure

Service	Operative date	Until	Band 1	Band 2	Band 3
			Ex. VAT	Ex. VAT	Ex. VAT
Bronze Max - 12 Month Contract	28/01/20	28/01/23	£23.74	£23.12	£22.49
	01/03/23		£32.05	£31.21	£30.36
Silver Max - 12 Month Contract	28/01/20	28/01/23	£47.49	£46.24	£44.99
	01/03/23		£64.11	£62.42	£60.74
Gold Max - 12 Month Contract	28/01/20	28/01/23	£71.24	£69.37	£67.49
	01/03/23		£96.17	£93.65	£91.11
Platinum Max - 12 Month Contract	28/01/20	28/01/23	£94.05	£91.58	£89.10
	01/03/23		£126.97	£123.63	£120.29
Bronze Max - 24 Month Contract	28/01/20	28/01/23	£22.55	£21.96	£21.37
	01/03/23		£30.44	£29.65	£28.85
Silver Max - 24 Month Contract	28/01/20	28/01/23	£42.74	£41.62	£40.49
	01/03/23		£57.70	£56.19	£54.66
Gold Max - 24 Month Contract	28/01/20	28/01/23	£64.12	£62.43	£60.74
	01/03/23		£86.56	£84.28	£82.00
Platinum Max - 24 Month Contract	28/01/20	28/01/23	£84.65	£82.42	£80.19
	01/03/23		£114.28	£111.27	£108.26



Service	Bronze Max	Silver Max	Gold Max	Platinum Max
Equipment provided	N/A	N/A	N/A	N/A
Domain (.co.uk) & forwarding	No	No	Yes	Yes
IP Address	Includes 1 static IP address - Multiple Static IP addresses available for an additional £10 per month		Up to 5 static included	Up to 5 static included*
Email	5 POP mailboxes; unlimited email addresses	5 POP mailboxes; unlimited email addresses	SMTP feed or 5 POP mailboxes; unlimited email addresses	SMTP feed or 5 POP mailboxes; unlimited email addresses
Email anti-virus Protection	Yes	Yes	Yes (POP only)	Yes (POP only)
Service Level Agreement	Target Repair Time: 2 working days	Target Repair Time: 2 working days	Fix by end of next working day	10 working hour fix time
Managed Service	No	No	No	No
Helpdesk	N/A - 2nd line support on 01482 number	N/A - 2nd line support on 01482 number	N/A - 2nd line support on 01482 number	N/A - 2nd line support on 01482 number
Webspace included	25 MB	25 MB	25 MB	25 MB
Download limits	None	None	None	None
Priority	3rd	2nd	1st	1st
Line	Business Line	Business Line	Business Line	Business Line

\* RIPE approval required to allocate the number of IP addresses requested.

\*\* All Prices are exclusive of VAT



## Other Charges

Service 01/01/2010		Connection	Monthly Rental
		Ex VAT	Ex VAT
<u>Connect Faceplate +</u>		£15.00	N/A
<u>Connect extension socket - Business +</u>		£49.00	N/A
Reconnection fee when moving premises		£65.00	N/A
Downgrade of service		£180.00	N/A
Downgrade of speed		£90.00	N/A
Domain name transfer/registration	.co.uk and .com	N/A	£5.00
(including web and email forwarding)	.co.uk	N/A	£2.00
	all other domains	N/A	POA
	(.net, .org, etc.)		

+ Connect Faceplate and Connect Extension Socket incur a standard Engineer visit charge. Only one engineer visit charge is raised against multiple provision of items that attract an engineer visit charge.

- Resellers that inform KCOM that they have moved to the next band, will receive the lower rental tariff from their next quarterly bill. This lower rate will apply to all existing Reseller customers. This discount will not apply pro rata from the date the Reseller achieves the next bands threshold install base.
- Provision of Connect services is dependent on the existence of a connected analogue phone line at the customer's premises. Business Line charges apply to such lines, consisting of a one off connection charge and an Annual Line Rental. No discounts apply to these lines and KCOM will continue to contract directly with the end customer.



## Notes:

1. The charges are payable to KCOM by the Reseller.
2. The above prices are only available to Resellers that have signed an Agreement with KCOM
3. "Connections" are only defined as new when the end customer has not previously been contracted to any ADSL broadband service offered directly by KCOM within the last 12 months.
4. Connectivity to the KCOM network will not be provided at the above rates for orders received from organisations that have not signed the necessary Reseller Agreement. In addition such orders will not qualify for any connection payment.
5. Connectivity to the KCOM network will not be provided at the above rates for orders received from Resellers that are for businesses outside KCOM 's traditional licensed network. Businesses outside this network would not normally have an 01482 telephone number.
6. These packages are available for resale to Businesses only.
7. Resellers are responsible for all aspects of customer management including credit control, and helpdesk support. KCOM helpdesk support is only available direct to the Resellers named contacts. All contractual agreements exist between the Reseller and KCOM only. KCOM will produce invoices in the name of the Reseller and hence responsibility for payment of these invoices shall be solely that of the Reseller.

No Longer Available for New Supply

01/01/10		Quarterly Rental		
		Band 1	Band 2	Band 3
		Ex VAT	Ex VAT	Ex VAT
Connect Solo	12 month contract	£99.75	£97.13	£94.50
	24 month contract	£89.78	£87.41	£85.05
Connect Solo Pro	12 month contract	£139.65	£135.98	£132.30
	24 month contract	£125.69	£122.38	£119.07