

## Connect Broadband Fibre Residential Packages Withdrawn From New Supply 16/04/2018.

### Introduction & summary

The Services are Our 'white label' reseller product that We make available to Communications Providers (CPs) pursuant to this Agreement. The Services enable You to offer fibre broadband services direct to Your residential Customers and gives You control over sales, billing and first line support.

These broadband products incorporate *KCOM Network Access* with fast, reliable connectivity. As standard there are no calls included with these products but a resellers customer is able to either make calls on a pence-per-minute basis, or have the flexibility to choose a *Call Bolt-on*, to create a complete package to suit their needs.

### Service description

Based on fibre optic technology, these services provide superfast internet access with a more reliable connection and faster speeds than standard broadband. There are two types of fibre services that we use:

- **Fibre to the Home (FTTH):** This carries the fibre all the way into your home and speeds are not affected by distance from the network; and
- **Fibre to the Cabinet (FTTC):** Sometimes called 'VDSL' this is where fibre is connected to the nearest distribution 'cabinet' and from there to your home, using a copper line. As such the speed is affected by distance from the network, and is quoted in a similar way to standard broadband as an 'up to' speed. This technology is able to support download speeds up to 75Mbps.

This carries the fibre all the way into your home. Wherever possible we use Fibre to the Home (FTTH) technology, to enable customers to enjoy the best possible connection speeds.

### Contract term

The standard contract length is 18 months for these Connect Broadband Fibre Residential services.

## Connection charges

	Fibre Broadband		
	Connect Fibre Res Basics	Connect Fibre Res 150	Connect Fibre Res 350
	Ex. VAT	Ex. VAT	Ex. VAT
Connection	£35.42	£35.42	£35.42
Migration from existing Lightstream Retail service	£12.00	£12.00	£12.00

Connection charges are a one-off charge at the commencement of your contract.

## Installation options

Fibre broadband	Service detail	Ex. VAT
Standard installation	Router/ONT connected within 50M of fibre entry point	Included in connection charge
Premium installation	Router/ONT connected within 100M of Fibre entry point	£70.83

Included router currently the Technicolor TG589vac v2 or ZyXEL VMG3925.

## Rental charges

Rental charges apply per calendar month	Connect Fibre Res Basics				
	Connect Fibre Res Basics 20GB	Connect Fibre Res Basics 200GB	Connect Fibre Res Basics 400GB	Connect Fibre Res Basics 750GB	Connect Fibre Res Basics Unlimited
	Ex. VAT	Ex. VAT	Ex. VAT	Ex. VAT	Ex. VAT
Monthly Rental	£17.70	£24.78	£28.33	£31.87	£35.41

Rental charges apply per calendar month	Connect Fibre Res 150			
	<i>Connect Fibre Res 150 200GB</i>	<i>Connect Fibre Res 150 400GB</i>	<i>Connect Fibre Res 150 750GB</i>	<i>Connect Fibre Res 150 Unlimited</i>
	Ex. VAT	Ex. VAT	Ex. VAT	Ex. VAT
Monthly Rental	£28.33	£31.87	£35.41	£38.95

Rental charges apply per calendar month	Connect Fibre Res 350		
	<i>Connect Fibre Res 350 400GB</i>	Connect Fibre Res 350 750GB	<i>Connect Fibre Res 350 Unlimited</i>
	Ex. VAT	Ex. VAT	Ex. VAT
Monthly Rental	£35.41	£38.95	£42.49

In the event of early termination, these charges will apply for each month remaining on the contract. Rentals are payable by Direct Debit only.

## Service detail

	Connect Fibre Basics Residential				
	Connect Fibre Res Basics 20GB	Connect Fibre Res Basics 200GB	Connect Fibre Res Basics 400GB	Connect Fibre Res Basics 750GB	Connect Fibre Res Basics Unlimited
Speed Profiles (down / up) Mbps	FTTH: 30 / 10 FTTC: up to 30 / up to 10				
Minimum Access Speeds (down / up) Mbps	FTTH: 30 / 10 FTTC: Check your available speed <a href="#">here</a>				
Monthly Data Allowance (sent or received) GB	20	200	400	750	Unlimited
IP Address	1 static IP address				
Traffic Management	Details of KCOM Broadband Traffic Management Policies are <a href="#">here</a> For information from Ofcom on Traffic Management, visit <a href="#">here</a>				

	Connect Fibre 150 Residential			
	Connect Fibre Res 150 200GB	Connect Fibre Res 150 400GB	Connect Fibre Res 150 750GB	Connect Fibre Res 150 Unlimited
Speed Profiles (down / up) Mbps	FTTH: 150 / 10 FTTC: up to 75 / up to 10			
Minimum Access Speeds (down / up) Mbps	FTTH: 50 / 10 FTTC: Check your available speed <a href="#">here</a>			
Monthly Data Allowance (sent or received) GB	200	400	750	Unlimited
IP Address	1 static IP address			
Traffic Management	Details of KCOM Broadband Traffic Management Policies are <a href="#">here</a> For information from Ofcom on Traffic Management, visit <a href="#">here</a>			

	Connect Fibre 350 Residential		
	Connect Fibre Res 350 400GB	Connect Fibre Res 350 750GB	Connect Fibre Res 350 Unlimited
Speed Profiles (down / up) Mbps	FTTH: 350 / 30 FTTC: up to 75 / up to 20		
Minimum Access Speeds (down / up) Mbps	FTTH: 50 / 30 FTTC: Check your available speed <a href="#">here</a>		
Monthly Data Allowance (sent or received) GB	400	750	Unlimited
IP Address	1 static IP address		
Traffic Management	Details of KCOM Broadband Traffic Management Policies are <a href="#">here</a> For information from Ofcom on Traffic Management, visit <a href="#">here</a>		

## Other Charges

Service detail	Ex. VAT
Replacement Router: Routers currently deployed include the Technicolor TG589vac v2 or ZyXEL VMG3925.	£80.00
Temporary Suspension / Resumption charge	£3.00
Cancellation charge – 2 or more working days after order placed	£6.00
Data Usage: Charge per GB or part thereof Outside Monthly Data Allowance	£0.83
Downgrade fee: Charge for downgrading your service During your contract term	£25.00
Reconnection fee: Charge following disconnection or suspension due to abuse (inc copyright infringement, viruses etc)	£25.00
Missed Appointment Charge	£100.00

**Notes:**

1. The charges are payable to KCOM by the Reseller.
2. The above prices are only available to Resellers that have signed the Reseller Agreement with KCOM
3. 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.
4. The Connect Broadband Fibre Residential service is available in the Hull Area.

**Calls**

Calls	
Included as standard	Ability to receive calls and make calls on a pence-per-minute basis. Where no calls bolt-ons are selected, or in the event any inclusive calls have been used, standard call charges will apply. See PAYG calls section below.
Available Call Bolt-ons	There are flexible <i>Call Bolt-ons</i> , to help customers create a complete package, including calls, to suit their needs Available add-ons include: Local Calls, National Calls, Mobile Calls, and International Calls.

## Call Bolt-ons

Minimum bolt-on subscription is one month and they can be cancelled at any time giving a months' notice. If the Broadband Package is cancelled, the subscription to any selected Call bolt-ons will also end.

	Features	Ex. VAT
<b>Connect Local Calls bolt-on</b>	<ul style="list-style-type: none"> <li>Unlimited anytime local calls (charge bands K and A1).</li> <li>No call set-up applies to these calls where this bolt-on is taken</li> <li>A fair usage policy applies (see below)</li> </ul>	£1.42
<b>Connect UK Calls bolt-on</b>	<ul style="list-style-type: none"> <li>Unlimited anytime local calls (charge bands K and A1)</li> <li>Anytime UK National Calls (numbers beginning 01, 02 and 03)</li> <li>Also includes calls to numbers beginning 0845 and 0870</li> <li>No call set-up applies to these calls where this bolt-on is taken</li> <li>A fair usage policy applies (see below)</li> </ul>	£3.54
<b>Connect UK Mobile 60</b>	<ul style="list-style-type: none"> <li>60 minutes of UK Mobile Minutes (charge bands MB01 and MB03-MB17)</li> <li>No call set-up applies to these calls where this bolt-on is taken</li> </ul>	£3.54
<b>Connect UK Mobile 120</b>	<ul style="list-style-type: none"> <li>120 minutes of UK Mobile Minutes (charge bands MB01 and MB03-MB17)</li> <li>No call set-up applies to these calls where this bolt-on is taken</li> </ul>	£7.08
<b>Connect International 500 bolt-on</b>	<ul style="list-style-type: none"> <li>500 anytime minutes of international calls (fixed line and mobile)</li> <li>50 inclusive destination countries (see below)</li> <li>No call set-up applies to these calls where this bolt-on is taken</li> </ul>	£3.54

## Fair Usage Policy

### Local and National calls bolt-ons

Packages that include unlimited Local and/or National calls (to UK landline numbers beginning 01, 02 and 03) are subject to a Fair Usage Policy of 1,000 minutes or 150 calls in a month. If either of these limits is exceeded by the customer, KCOM will charge the standard KCOM rates for these calls until further notice.

### 0845 and 0870 inclusive calls

Packages that have 0845 and 0870 inclusive calls, have up to 60 minutes duration (excluding calls to identified dial-up internet access numbers) during applicable inclusive times. Redial before 60 minutes to avoid being charged. Fair Usage Policy: 1,000 minutes or 150 calls in a month. If either of these limits is exceeded by the customer, KCOM will charge the standard KCOM rates for these calls until further notice.

### Connect International 500 bolt-on: Inclusive destination countries:

Australia	Gambia	Jamaica	Norway	Spain
Austria	Germany	Japan	Pakistan	Sweden
Bangladesh	Ghana	Latvia	Philippines	Switzerland
Barbados	Gibraltar	Luxembourg	Poland	Thailand
Belgium	Greece	Malaysia	Portugal	Trinidad & Tobago
Brazil	Hong Kong	Malta	Romania	Tunisia
Canada	India	Mexico	Russia	Turkey
Cyprus	Iran	Netherland	Singapore	UAE
Denmark	Ireland, Republic of	New Zealand	Slovakia	USA
France inc. Monaco	Italy	Nigeria	South Africa	Zimbabwe

## PAYG Call Plan

Where no Call Bolt-ons are selected, or in the event any inclusive calls have been used, standard call charges will apply on the following basis.

### Chargeable call information

Code	Type of call / description	Pence per minute
		At All times
		Ex. VAT
K	Calls to KCOM network	3.54
K	ISDN data Calls only	3.54

Code	Type of call / destination	Pence per minute
		At All Times
		Ex. VAT
L	Calls to 01482 385000	9.21

Code	Type of call / destination	Pence Per Minute
		At All Times
		Ex. VAT
A1	Calls to Adjacent Area & Regional Calls	3.54
A2	Regional up to 56km (35 miles)	9.21
B	National Destinations	9.21

For all ISDN data calls to 'K' and calls to A2 and B, the following call calculation points apply:

- Total call charges are rounded to the next whole penny (excluding VAT)
- These calls are timed to the next whole minute
- The call set-up charge is 14p per call (excluding VAT), 16.8p per call (including VAT).

[Click here for details of geographic area codes.](#)

Calls to mobile destinations will be charged at the rates below, 7 days a week (with the exception of UK calls made to KCOM Mobile numbers, which are free of charge):

Code	Type of call / destination	Pence Per Minute
		At All Times
		Ex. VAT
MB01	Mobile Telephones	12.04
MB02	Mobile Telephones	21.25
MB03	Mobile Telephones	12.04
MB04	Mobile Telephones	12.04
MB05	Mobile Telephones	12.04
MB06	Mobile Telephones	12.04
MB07	Mobile Telephones	12.04
MB08	Mobile Telephones	12.04
MB09	Mobile Telephones	12.04

MB10	Mobile Telephones	12.04
MB11	Mobile Telephones	12.04
MB12	Mobile Telephones	12.04
MB13	Mobile Telephones	12.04
MB14	Mobile Telephones	12.04
MB15	Mobile Telephones	12.04
MB16	Mobile Telephones	12.04
MB17	Mobile Telephones	12.04

For call calculation purposes the following call calculation points apply:

- Total call charges are rounded to the next whole penny (excluding VAT)
- These calls are timed to the next whole minute
- The call set-up charge is 14p per call (excluding VAT).

## International and Service Numbers

Calls to International destinations and Service Numbers will be charged at the KCOM retail plan rate.

## Extra features

KCOM Line Rental includes the following features upon request. For further information, please refer to the individual Pricing Information Form for each Extra feature:

Charges	Ex. VAT
Caller Display	£0.85 per month
Message Minder	£0.85 per month
Reject withheld numbers	£0.83 per month
Call Barring	£2.08 per month
Call return	£0.00
Withhold CLI (withhold your number)	£0.00
Call diversion	£0.00
Call Waiting	£0.00
Conference call	£0.00
Three-way calling	£0.00
Ex Directory	£0.00
Ring back	21p per ring back
Your call	£10.20 per year