



## **ACCESS CHARGE CHANGE NOTICE (ACCN)**

### **ACCN reference information**

**ACCN Number:** ACCN\_2025\_07

**Scope:** Introduction of a new product - Reference Offer for the provision of KCOM Physical Infrastructure Access

**Notification period:** 28 days

**Services:** KCOM Physical Infrastructure Access (KPIA)

**Terms and conditions:** Product terms and conditions are those applying to the wholesale Reference Offer for the provision of KCOM Physical Infrastructure Access

**Effective date:** 1<sup>st</sup> August 2025

### **New network access:**

From 1<sup>st</sup> August 2025, KCOM is making Physical Infrastructure Access available in the Hull Area:

- KCOM is introducing a new product, known as KPIA. KPIA is being introduced to enable other communication providers (CPs) to access KCOM's ducts and poles in the Hull Area (meaning the area defined as the 'Licensed Area' in the license granted on 30<sup>th</sup> November 1987 under section 7 of the Telecommunications Act 1984 to Kingston upon Hull City Council).
- KPIA provides CPs with access to KCOM's physical infrastructure including ducts and poles within the Hull Area. KPIA may only be used to provide Public Electronic Communication Services\* and/or a Public Electronic Communications Network\*.
- KPIA allows you a CP to:
  - Install multiple cables, blown fibre tubing or sub duct in KCOM duct and joint chambers;
  - Attach equipment and cables on KCOM poles; and
  - Install joint enclosures within chambers in compliance with installation standards.
- An Operations Manual sets out the principles and processes that will be followed by KCOM and CPs wishing to use KPIA and applied to any requests for KPIA.

### **Supporting Documentation:**

The Reference Offer for the provision of KCOM Physical Infrastructure Access and all supporting documents are available [Here](#)

\*As defined in the Ofcom General Conditions of Entitlement

## Standard charges:

Charges are set out in the below tables:

### Rental Charges

Facility Rentals				
Feature	Notes	Operative Date	Until	Rental Charge p.a. Ex VAT
Facility in Spine duct per metre		01/08/2025		£0.34
Simplified Underground PIA Lead-in		01/08/2025		£11.96
Facility on pole for Multi-end-user attachment		01/08//2025		£6.77
Facility on pole for Single-end-user attachment		01/08/2025		£2.64
Pole top equipment		01/08/2025		£1.98
Cable up a pole (per cable)		01/08/2025		£1.32
Facility hosting (per manhole entry)		01/08/2025		£11.73
Facility hosting (per joint box entry)		01/08/2025		£2.75

New Build, Enabling Works, Ancillary Charges and Network Adjustments				
Feature	Notes	Operative Date	Until	Connection Charge Ex VAT
New Small Footway Box	1	01/08/2025		£1,000.44
New Medium Footway Box	1	01/08/2025		£1,940.67
New Large Footway Box	1	01/08/2025		£3,421.74
New Small Carriageway Box	1	01/08/2025		£3,504.23
New Medium Carriageway Box	1	01/08/2025		£5,381.91
New Large carriageway Box	1	01/08/2025		£6,950.02
Joint Box Chamber Breakthrough or Demolition	2	01/08/2025		£245.11
Manhole Breakthrough		01/08/2025		£671.15
Demolish Chamber		01/08/2025		£422.13
Joint Chamber/Manhole 'pull through'; per 100m sub-duct	13	01/08/2025		£243.96
New Duct - soft;( per metre)	4	01/08/2025		£38.65

New Duct - footway; per metre	4	01/08/2025		£94.37
New Duct - carriageway; per metre	4	01/08/2025		£176.93
Cable recovery (light) -( per 100m)	5 & 6	01/08/2025		£122.05
Cable recovery (heavy) - per 100m	5 & 6	01/08/2025		£287.92
Cable recovery (large) - per 100m	5 & 6	01/08/2025		£508.13
Clearing a block in a Duct (Soft / Footway) first blockage	7	01/08/2025		£700.00
Clearing a block in a Duct (Carriageway) first blockage	7	01/08/2025		£700.00
Clearing a block in a Duct (Soft / Footway) subsequent blockage	7	01/08/2025		£700.00
Clearing a block in a Duct (Carriageway) subsequent blockage	7	01/08/2025		£700
Removal of Locked Lids Visit	8,26	01/08/2025		£18.24
Removal of locked Lids per Hour	8,26	01/08/2025		£65.18
Issue of Security Key 1A - per key		01/08/2025		£9.00
Renew/replace frame and cover Carriageway		01/08/2025		£1,774.18
Renew/replace frame and cover Footway		01/08/2025		£547.62
Fit ladder in a manhole		01/08/2025		£667.48
New Pole	9	01/08/2025		£916.36
Replacement Carrier Pole	10	01/08/2025		£1,233.31
Replacement DP Pole	10	01/08/2025		£1,688.72
Pole Recovery (removal) per pole		01/08/2025		£317.52
Renew and/or provide a pole stay		01/08/2025		£173.94
Renew, provide and/or re position Pole steps on Pole - per pole		01/08/2025		£64.02
Renew, provide and/or re position Bass step on Pole - per pole		01/08/2025		£39.92
Provide pole top ring-head		01/08/2025		£632.19
Block and tail renewal (rationalise copper blocks)		01/08/2025		£681.39
Erect Fibre Drop Cable / Tube		01/08/2025		£146.50
Customer changeover, per pole visit	12	01/08/2025		£18.24
Customer changeover - hourly rate	12	01/08/2025		£65.18
Re-tension, Refix and Renewal of aerial Cable		01/08/2025		£245.68
Re-tension, Refix and Renewal of drop wire		01/08/2025		£75.94
Diversionary Works; per hour	14	01/08/2025		£89.52
Restoration; per hour	15	01/08/2025		£89.52

Co-op Survey; per survey	16	01/08/2025		£246.39
KCOM Assist - per visit	17	01/08/2025		£18.24
KCOM Assist - per hour	17	01/08/2025		£56.18
Work Point Set-Up (Overhead and Cabling); per day		01/08/2025		£21.72
Network Adjustment Verification (Complex e.g. including rodding)		01/08/2025		£700.00
Network Adjustment Verification (Simple)		01/08/2025		£700.00
Work outside Working Hours (outside working day and not including Sundays or Bank Holidays) - per hour	18	01/08/2025		£97.78
Work outside Working Hours (Bank Holidays or Sundays) - per hour	18	31/08/2025		£130.37

## Notes

- Definitions of junction box sizes are held in the Operations Manual.
- Joint box breakthrough charge is per breakthrough. If a Customer lays duct then they can choose to do the breakthrough themselves and pay only the breakthrough administration charge. Where the Customer wishes to extend their duct network into the KCOM network the following rules apply:
  - if a Customer purchases new duct of >5m in length then, for every breakthrough of that duct to an KCOM junction box, the breakthrough charge will not apply,
  - if a Customer purchases new duct of <= 5m in length, then for every break-through of that duct into an KCOM junction box, the breakthrough charge will apply,
  - where the Customer wishes KCOM to extend the KCOM duct into an KCOM junction box, then the breakthrough charge will not apply. For the avoidance of doubt the length of duct will be taken from the inner face of jointing chamber wall to pole or end of customer duct or inner face of customer's jointing chamber.
- Order quantities for pull-through will be in multiples of 100m. This service is provided for pull-through of cables in sensitive areas.
- Charges are for single bore duct only.
- Order quantities for cable recovery will be in multiples of 100m.
- Light cables are <=27mm, heavy are >27mm, large cables are defined as Hessian or Lead cables.
- After an initial duct blockage clearance is made, there may be further blockages within the same duct section. For these further duct blockages, the subsequent duct blockage clearance charge applies.
- This charge is applicable where an KCOM engineer is required to unlock locked lids on joint boxes.
- A new pole may be required where no KCOM-owned pole currently exists.
- A replacement pole may be requested by a CP.
- The expedite facility can be used where an existing replacement pole is scheduled but the Customer wishes to bring forward the date of replacement.
- Customer changeover charges apply where a request is made to move cable attachments from one pole to another pole.
- KCOM do not provide a range of accreditation modules.
- Diversions works are charged at an hourly rate and are required, for example, where a significant element of the physical infrastructure is to be relocated (e.g. for the building of a new roundabout).
- Restoration charge is applicable where there has been a disruption to service due to unintended third-party activity (e.g. damage to duct section).
- A co-op survey charge will apply in situations where KCOM are required to be in attendance during survey activity.



17. The KCOM assist hourly rate will be applicable in addition to the KCOM assist visit charge. KCOM assist may be required, for instance, for work in sensitive areas.
18. One of three hourly rates apply (i) normal working hours (ii) other times (excluding Sundays and Bank Holidays) (iii) Bank Holidays or Sundays.
19. The Locked Lids hourly rate will be applicable in addition to the Locked Lids visit charge.

### Time Related Charges

Time Related Charges						
Call Out Charges	Operative Date	Until	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 Charge	01/08/2025		£83.00	£71.00	1	£154.00
Missed Appointment Fee	01/08/2025		£83.00			
Early Termination Charge*			POA			

\*Early Termination Charges at 90% of the remaining Minimum Licence Period