

Connect Broadband ADSL Residential Services [Not Offered for New Supply from 1 July 2022 where Default FTTP or FTTC is Available]

Introduction & summary

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

These Services have been specifically developed to enable broadband service provision in those limited locations within the Hull Area where Our fibre services are not currently available to order due to Exceptions. These Services are therefore provided as a transitional voice and broadband solution. When We clear the Exceptions Resellers will be able to order Fibre broadband services under the Reseller Agreement for Connect Broadband Fibre Services.

These Services incorporate both an ADSL broadband service and a telephone service. The telephone service will be activated from the start of service date, with no calls included as standard. Calls can either be made on a pay-as-you-go basis, or a Call Bolt-on can be added at any time.

A Customer will still be able to make calls using the Services, but these will either be:

- (i) charged on a pence-per-minute basis; or
- (ii) where You have ordered a Calls Bolt-on on behalf of the applicable Customer, charged at the rate for the applicable Calls Bolt-on.

For the avoidance of doubt, You will be liable for all Charges for calls made by Customers using the Services.

Service description

Using the copper access line that delivers the telephone service, KCOM also provides internet access using ADSL technology. Connection speeds for the broadband service can vary, depending on a number of factors, including the distance of the property from the telephone exchange it's connected to. To find out the speeds for the property, [click here](#).

Initial term

Each Order for the Connect Broadband ADSL Residential Packages, commencing 1 July 2022 has an Initial Term of 1 month.

Connection charges

	Connect Broadband ADSL Residential Standard ADSL – All Products
	Ex. VAT
Connection	£17.70
Migration from existing ADSL Retail service	£12.00

Connection Charges are a one-off charge payable per Order on the Service Start Date.

Installation options

Service	Equipment provided	Ex. VAT
Standard ADSL broadband	Wireless broadband router	Router posted to service address or CP address £5.41

Included router is currently the Technicolor ADSL DGA4231

Rental charges

Rental charges apply per calendar month	Operative Date		Connect Broadband ADSL Residential Standard ADSL				
	From	To	20GB	50GB	100GB	150GB	Unlimited
			Ex. VAT	Ex. VAT	Ex. VAT	Ex. VAT	Ex. VAT
Direct Debit		31/12/21	£15.58	£18.42		£24.79	£28.33
	01/01/22				£20.93		£24.42
Termination Payments*		31/12/21	£6.18	£9.73		£13.27	£16.81
	01/01/22				£11.09		£13.07

*In the event of early termination, these charges will apply for each month remaining of the Initial Term of the applicable Order.
 Note: The names of these services are maximum download line speeds and do not indicate throughput speeds.

Service details

	Connect Broadband ADSL Residential Standard ADSL
Speed Profiles (down / up) Mbps	ADSL: up to 20 / up to 1
Minimum Access Speeds (down / up) Mbps	ADSL: Check your available speed here
IP Address	1 dynamic IP address
Traffic Management	Details of KCOM Broadband Traffic Management Policies are here For information from Ofcom on Traffic Management, visit here

Other charges

Other charges	Ex. VAT
Temporary Suspension / Resumption charge	£3.00
Data Usage: Charge per GB or part thereof Outside Monthly Data Allowance	£0.83
Reconnection fee	£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 for Connect Broadband ADSL Residential Services
3. Connectivity to the KCOM network will not be provided at the above rates for orders received from organisations that have not signed the Reseller Agreement for Connect Broadband ADSL Residential Services.
4. The Connect Broadband ADSL Residential service is available in the Hull Area. See Connect Broadband ADSL Residential Services Agreement.

Calls

Calls	
Included as standard	Ability to receive calls and make calls on a pence-per-minute basis. Where no call 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 Your Customers create a complete package, including calls, to suit their needs. Available call bolt-ons include: Local Calls, National Calls, Mobile Calls and International Calls.

Call Bolt-ons

Minimum Call 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.

Service	Features	Rental Charge per month Ex. VAT
Connect UK Calls Bolt-on	<ul style="list-style-type: none"> • Unlimited anytime local calls (charge bands K and A1) • Anytime UK National Calls (numbers beginning 01, 02 and 03) • Also includes calls to numbers beginning 0845 and 0870 • No call set-up applies to these calls where this bolt-on is taken • A fair usage policy applies (see below) 	£2.90
Connect UK & Mobile Calls Bolt-on	<ul style="list-style-type: none"> • Unlimited anytime local calls (charge bands K and A1) • Anytime UK National Calls (numbers beginning 01, 02 and 03) • Also includes calls to numbers beginning 0845 and 0870 • Unlimited UK Mobile Minutes (02 charge band: MB01, EE charge bands: MB03 MB04, Vodafone charge bands: MB05, MB08, Three charge bands: MB06) • No call set-up applies to these calls where this bolt-on is taken • A fair usage policy applies (see below) 	£5.80
Connect International 1000 Bolt-on	<ul style="list-style-type: none"> • 1000 anytime minutes of international calls (fixed lines only) • Over 40 inclusive destinations countries (see below) 	£5.80
Connect UK, Mobile and International 1000 Bolt-on	<ul style="list-style-type: none"> • Unlimited anytime local calls (charge bands K and A1) • Anytime UK National Calls (numbers beginning 01, 02 and 03) • Also includes calls to numbers beginning 0845 and 0870 • Unlimited UK Mobile Minutes (02 charge band: MB01, EE charge bands: MB03 MB04, Vodafone charge bands: MB05, MB08, Three charge bands: MB06) • 1000 anytime minutes of international calls • Over 40 inclusive destinations countries (see below) • No call set-up applies to these calls where this bolt-on is taken • A fair usage policy applies (see below) 	£10.88

Fair Usage Policy

UK 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. If, in Our reasonable opinion, Your Customers' use of 'unlimited', 'inclusive' or 'free' calls is inconsistent with normal residential usage and/or any of Your Customers use 'unlimited', 'inclusive' or 'free' calls irresponsibly by staying connected to a call for an excessive period We reserve the right to:

1. withdraw any 'unlimited', 'inclusive' or 'free' calls; and/or
2. disconnect any call; and/or
3. charge You Our standard rates for any calls exceeding those reasonably expected of a person using this service for domestic purposes

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 any of Your customers, KCOM will charge the standard KCOM rates for these calls until further notice.

Mobile inclusive calls

Packages that include mobile calls (02 charge band: MB01, EE charge bands: MB03 MB04, Vodafone charge bands: MB05, MB08, Three charge bands: MB06) are subject to a Fair Usage Policy. If, in Our reasonable opinion, Your Customers' use of 'unlimited', 'inclusive' or 'free' calls is inconsistent with normal residential usage and/or any of Your Customers use 'unlimited', 'inclusive' or 'free' calls irresponsibly by staying connected to a call for an excessive period We reserve the right to:

1. withdraw any 'unlimited', 'inclusive' or 'free' calls; and/or
2. disconnect any call; and/or
3. charge You Our standard rates for any calls exceeding those reasonably expected of a person using this service for domestic purposes

Connect International 1000 bolt-on: Inclusive destination countries:

Only International fixed line calls are included in the 1000 inclusive minutes.

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

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
A1	Calls to Adjacent Area & Regional Calls	3.54
A2	Regional up to 56km (35 miles)	7.08
B	National Destinations	7.08

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 (Charges are payable per line ordered). For further information, please refer to the individual Pricing Information Form for each Extra feature:

Charges	Ex. VAT
Caller Display	£0.00 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 (enables Your Customer to withhold their number)	£0.00
Call diversion	£0.00
Call Waiting	£0.00
Conference call	£0.00
Three-way calling	£0.00
Ex Directory	£0.00

*Note: Where a Customer has a Fibre Delivered Voice service utilised in the Hull Area, Call Waiting is not available.

Extra features – No Longer Available

Charges	Ex. VAT
Ring back	21p per ring back
Your call	£10.20 per year