



ACCESS CHARGE CHANGE NOTICE (ACCN)

ACCN reference information

ACCN Number: ACCN_2026_03

Scope: Introduction of new product - Reference Offer for the provision of Wholesale Fibre

Notification period: 56 Days

Services: Wholesale Fibre

Terms and conditions: Product terms and conditions are those applying to the wholesale Reference Offer for the provision of Wholesale Fibre

Effective date: 14th September 2026

New network access:

From 14th September 2026, KCOM is making Wholesale Fibre available in the Hull Area:

- KCOM is introducing a new product, known as Wholesale Fibre.
- Wholesale Fibre provides CPs with a high-volume, API-driven, layer 2 full fibre product in the Hull Area (meaning the area defined as the 'Licensed Area' in the license granted on 30th November 1987 under section 7 of the Telecommunications Act 1984 to Kingston upon Hull City Council).
- An Operations Manual sets out the principles and processes that will be followed by KCOM and CPs wishing to use Wholesale Fibre, and applied to any requests for Wholesale Fibre.

Supporting Documentation:

The Reference Offer for the provision of Wholesale Fibre and all supporting documents are available [here](#).



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.

Virtual Cable Connect

Access Links	Connection Charges Ex. VAT	Rental Per Annum Ex. VAT
Virtual Cable Connect 1Gbps VLAN	£1,092	£48.75
Virtual Cable Connect Cease	£8.50	-
Virtual Cable Connect VLAN moves	£8.50	-



Local Access Backhaul Service

Access Links	Connection Charges Ex. VAT	Rental Per Annum Ex. VAT		
		1 Year Contract	3 Year Contract	5 Year Contract
Wholesale Fibre Aggregation Port 10Gbps	£2,800	£3,900		
Wholesale Fibre FTTP Aggregation 10Gbps	£21,300	£4,460	£4,160	£3,900
Wholesale Fibre Aggregation Port 100Gbps	£24,000	£12,000	£11,200	£10,500

Additional Services

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.