

RESELLER CONNECT BROADBAND FIBRE RESIDENTIAL SERVICES ORDER FORM Please check details shown are correct where necessary. Authorise and return to KCOM. Existing KCOM Group PLC Terms and Conditions apply.	ORDER NO:
	CONTRACT NO/CID:

RESELLER NAME:	
CUSTOMER NAME	SITE INSTALLATION ADDRESS*
ADDITIONAL SITE INFORMATION:	Room: Floor: Note: Customers will require two power sockets for the Optical Network Terminal (ONT) and a router where the Customer requires FTTP Connect Broadband Fibre Residential Services.
SITE CONTACT NAME*:	
SITE CONTACT TELEPHONE NUMBER*:	

*Missed Appointment charges apply for missed appointments as set out in the Price Manual

Order Type			
New Service / Migration* / Upgrade: * Migration commences 15 working days after receipt of clean order			
Telephone Number for Service: (if applicable)		OR	New Line Required¹:
Log-in Name:			
¹ A new or existing KCOM telephone line is required at the Site address for each Connect Broadband Fibre Residential Service. If you select 'New Line Required', You will be required to pay the standard residential connection or take-over charges of the telephone line under this Agreement.			

SERVICES REQUIRED: PACKAGES						
Description ²	Quantity	Connection Charge	Total Connection Charge	Monthly Rental Charge (per service)	Total Monthly Rental Charge	Initial Term
Equipment:						
Call Bolt-ons	Monthly Rental Charge					
Connect UK Calls:						
Connect UK & Mobile Calls:						
Connect International 1000:						
Connect UK, Mobile & International 1000:						
TOTAL CONNECTION CHARGES:	TOTAL MONTHLY RENTAL CHARGES:					

SERVICES REQUIRED: BUNDLES						
Description ²	Quantity	Connection Charge	Total Connection Charge	Monthly Rental Charge (per service)	Total Monthly Rental Charge	Initial Term
Equipment:						
TOTAL CONNECTION CHARGES:			TOTAL MONTHLY RENTAL CHARGES:			
² Download limits do not apply to services that are Unlimited (UL). References to "UL" are to the unlimited download and upload allowances with this service. No other aspect of the service is unlimited. If the Service is not Unlimited, download limits and additional usage Charges will apply as specified in the Service Standards and the Price Manual.						

LINE SPEED:			
Connection Description	Estimated Download Speed	Minimum Download Speed	Estimated Upload Speed
<p>The line speeds We quote for Our Services are estimates only. The actual line speed the Service gives the Customer will vary depending on a number of factors, as described in the Service Standard. In respect of VDSL Services, once a Customer's Service has become established (usually within 10 working days after it has been installed), if the Customer is always getting speeds that are lower than the minimum line speed(s) We have quoted for the Customer's Service You should contact the KCOM Network Support Team. We will try to resolve any problems affecting the Customer's Service and improve the line speed(s) the Customer is receiving. You must ensure that the Customer follows any reasonable advice We give to improve the Service.</p> <p>If We are not able to improve a Customer's line speed so that it achieves the minimum line speed(s) We have quoted for the applicable Connect Broadband Fibre Residential Service, You can cancel that Customer's order for the Connect Broadband Fibre Residential Services. You will not have to pay any Charges for early termination in respect of that Customer's order for Connect Broadband Fibre Residential Services. However. You will have to pay Our Charges for the Connect Broadband Fibre Residential Services We have supplied to that Customer up to the date that You terminate the order.</p>			

Extra Features & Information:	
Service	Charges
Replacement Router	
Downgrade	
Reconnection	
Service	Monthly Charges
Caller Display:	
Message Minder:	
Reject Withheld numbers:	
Call Barring:	
Your Call:	
Ex Directory:	
Other customer activated call features are available free of charge and are listed in the price manual.	

Is the customer Vulnerable*:

* Communications Providers providing services under the terms of the Reseller Agreement for Connect Broadband Fibre Residential Services must abide by applicable General Conditions of Entitlement (<https://www.ofcom.org.uk/advice-for-businesses/knowning-your-rights/gen-conditions>), including the special measures to support vulnerable customers (https://www.ofcom.org.uk/data/assets/pdf_file/0015/81132/guidance.pdf). Particular attention should be given to the sale of Publicly Available Telephone Services where those services are marketed to vulnerable customers and deployed using fibre-only solutions. This is because the sale of voice over fibre (VoIP) capabilities have certain distinct attributes and it is important that these attributes are effectively communicated and that the diverse needs of this customer group are appropriately recognised in supplying these services.

All charges are exclusive of VAT

AUTHORISED BY THE RESELLER (To be completed by You)		AGREEMENT BY KCOM GROUP PLC	
Signed		Signed	
Name		Name	
Position		Position	
Date		Date	
<p>This order is subject to the Terms and Conditions set out in the Reseller Agreement for Connect Broadband Fibre Residential Services. KCOM Group PLC are committed to provide the highest standards of customer care. If you have any comments about Our services please do not hesitate to call the KCOM Group PLC Wholesale Partners Team free on 0800 915 5338</p> <p>KCOM Group PLC. Registered office: 37 Carr Lane Hull HU1 3RE – Registered in England and Wales No. 2150618</p>			