



Reference Offer for Wholesale Fibre Services Operation Manual Version 2.0

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Document History

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Glossary of Terms

Definitions of Terms Used:	
API	Application Programming Interface
CP	Communications Provider
KCI	Keep Customer Informed
ONT	Optical Network Terminal
PoNR	Point of No Return
TTR	Time to Resolve

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1 Background

This document is concerned with KCOM's Reference Offer for Wholesale Fibre and those Services listed in that Agreement. The purpose of the Service Operations Manual is to document the processes and procedures involved in service provision and support for Wholesale Fibre Services.

The Service Operations Manual is the statement of agreed working practices between the parties and has no authority to vary the terms and conditions of the Reference Offer for Wholesale Fibre Services.

The purpose of the Service Operations Manual is to:

- a. describe the processes and procedures involved in the delivery of Wholesale Fibre Service Orders;
- b. detail the escalation and complaints procedures for incident management and service delivery;
- c. document the Customer Service Plan.

Wholesale Fibre utilises KCOM's Application Programming Interface (API) Platform, the Partner Integration Hub. Use of the API is subject to the Terms of Use, see <https://www.kcom.com/wholesale/products/broadband-and-internet/wholesale-fibre/>.

2 Service Request Process for Virtual Cable Connect and Local Access Backhaul Services

2.1 Onboarding Process

During the onboarding process for Wholesale Fibre, KCOM will discuss with the CP their requirements for Virtual Cable Connects (VCABs) and Local Access Backhaul Services (LABS); KCOM will order the appropriate VCABs and LABS, as deemed necessary by KCOM.

Upon completion of the VCABs and LABS, KCOM will provide the CP with confirmation that the Service is ready and they have been onboarded; this date will be used for future renewals of the Service.

2.2 Cancelled Orders

Should the CP wish to cancel the order they must send an email to KCOM Wholesale Desk, to the email address specified within the Customer Service Plan, and ensure that such email specifies the order number. The KCOM Wholesale Desk will then send an email to the CP Order Correspondence Contact, confirming the Order has been cancelled and advising of any cancellation fee that is payable

2.3 Additional Capacity

Each VCAB will support a maximum of 166 end user connections. This limit reflects the proportion of shared VCAB bandwidth expected to be consumed by each subscriber and reduces the risk that periods of peak demand could cause congestion, degraded service quality or operational issues.

When a CP orders its 167th end user connection, an additional VCAB will be provisioned. Further end user connections will be assigned to the new VCAB, up to the same maximum of 166 connections, with this process repeated as further capacity is required.



KCOM will also monitor the utilisation of the upstream LABS and handoff connections. Where required, these will be proactively increased based on peak-hour utilisation to maintain sufficient capacity and protect service performance.

3 Service Request Process for Wholesale Fibre End User Services

3.1 Clean Order Process

The CP shall request any new provide order, amend, in-life change or cessation of Service using either the Application Programming Interface (API) Platform provided via the Partner Integration Hub or the customer Portal; requests will not be accepted by KCOM via any other method. Where there is an Appointment on the Order, the Promise Date must match the Appointment date.

Orders may be rejected per Clause 4.2 in Schedule 3; the rejection reasons(s) will be detailed in the Keep Customer Informed (KCI) message(s) supplied by KCOM for API Orders or via error messages for the Portal. In order to proceed with the Order, the CP will need to resubmit the Order to KCOM with the errors corrected and/or omissions inserted. The returned Order will be treated as a new Order and will restart the Clean Order Process. Upon KCOM's acceptance of the Order, KCOM shall use its reasonable endeavours to provide the Services by the Proposed Start Date. The Proposed Start Date for each type of Order is set out in Table 2 below. It is the CP's responsibility to ensure the Order includes all information necessary for successful completion of the Order.

Table 2

Order Type	Proposed Start Date
New Provide – no working ONT	Lead time is as indicated by Service Availability Check
New Provide – working, active ONT	10 Working Days
New Provide – working, non-active ONT	10 Working Days
Change Tariff Change Service Level (Portal only)	3 Working Days
Cease	3 Working Days or the End User required cease date, whichever is greater subject to any minimum period of notice the CP is required to provide when terminating any given Service



3.2 Order Delivery Process

Once KCOM has accepted the Order pursuant to the Clean Order Process, a KCI will be generated (API only) confirming the KCOM order number, Site address and, where applicable, the circuit reference and the Proposed Start Date. At this point the Order will also be passed for delivery.

During the life cycle of the Order the KCOM Wholesale Desk will advise of any Order exceptions, installation issues and changes to the Proposed Start Date if / when such instances occur. For any additional Order updates required, the CP Operational Contact may contact the KCOM Wholesale Desk, the details of which are specified within the Customer Service Plan.

Where the CP wishes to Amend the Proposed Start Date or Appointment on the Order, an Amend must be submitted via the API or the Portal. Where the Appointment is being amended, the Promise Date must match the new Appointment date. The Amend will be rejected if there is incomplete or incorrect information, or if the Order has passed the Point of No Return (PoNR). When the Amend has completed, a KCI will be generated (API only) confirming the new Proposed Start Date or Appointment Date. Amend Charges are as set out in the Price List.

Upon completion of the Order KCOM will provide the CP with confirmation that the Order has been fully completed (via a KCI for API orders or an update to the status on the Portal order history page) and that the Service, if necessary, has been end-to-end tested. The Services will be chargeable from, and shall accrue from, the Service Start Date.

3.3 Cancelled Orders

Should the CP wish to cancel an Order they must submit a cancellation request via the API or Portal. Once the Order has been cancelled, a KCI will be generated (API only) confirming this or the status will be updated to Cancelled on the order history page. A cancellation may be rejected if there is incomplete or incorrect information, or if the Order has passed the PoNR; a KCI will be generated (API only) detailing the reason for rejection. In order to proceed with the cancellation, the CP will need to resubmit the cancellation request to KCOM with the errors corrected and/or omissions inserted. If the Order has passed the PoNR, it cannot be cancelled. Cancellation Charges are as set out in the Price List.

3.4 Change Process

Once the Service has been provided, Changes can be made to the Service Level (Portal only) or the Tariff. The CP should submit a Change request via the API (Tariff Change only) or the Portal detailing the required change. A Change request will be rejected if any information is incomplete or inaccurate; a KCI will be generated (API only) detailing the reason for rejection. In order to proceed with the Change, the CP will need to resubmit the Change request to KCOM with the errors corrected and/or omissions inserted. Once the Change has completed, a KCI will be generated (API only) confirming the details of the new Change or the status of the Change will be updated on the Portal. Change Charges are as set out in the Price List.

3.5 Cease Process

Should the CP wish to Cease the Service, a Cease request should be submitted via the API or the Portal. A Cease will be rejected if any information is incomplete or inaccurate, or if there are open Orders. In order to proceed with the Cease, the CP will need to resubmit the Cease request to KCOM with the errors corrected and/or omissions inserted. A future dated Cease can be cancelled, if required. Once the Service has been ceased, a KCI will be generated (API only)



confirming this or the Status of the Cease will be updated on the Portal. Charges relating to Ceases are as set out in Clause 5 in Schedule 3.

4 Service Availability Issues

If there is an issue with Service Availability where a premises should appear but does not, the CP should send an email containing the address details, including postcode and UPRN, where available, to ProvisioningTeam@kcom.com.

5 Incident Management Procedure

From the end customers' perspective, the CP is the first point of call for help and offers first line support; it is the responsibility of the CP to do first line diagnostics. During a reported incident KCOM recommends a CP runs the following checks:

1. reboot Optical Network Terminal (ONT);
2. reboot router;
3. check cabling;
4. try alternate available wiring/hardware;
5. check Customer Premises Equipment;
6. check account status to ensure it is active; and
7. gather ONT light status details including colours

In the event a CP requires extra support for an incident and has ruled out potential causes in the customer's and their own domain, the CP can request assistance from the KCOM Technical Support Team, the contact details of which can be found in the Customer Service Plan. Faults can be reported to KCOM either:

- online via KCOM Support Portal <https://wholesalesupport.kcom.com/>; or
- by telephone 24 hours a day, throughout the year.

The KCOM Technical Support Team will first undertake a series of diagnostic tests. If at this stage the problem is resolved, the KCOM Technical Support Team will close the incident ticket and confirm that the incident is resolved. It is the CP's responsibility to confirm to the End User that any incident affecting their service is resolved.

If first line diagnostics do not resolve the incident, a ticket will be raised for an engineer to conduct further investigations on the incident and attend the Exchange Site and/or End User Site and/or CP Site as required to resolve the problem if deemed necessary. Following successful engineer investigation, the KCOM Technical Support Team will inform the CP that the incident is resolved. The CP will then be responsible for informing End Users that any incident affecting their service is resolved.

The Time to Resolve (TTR) period shall begin once the CP notifies the KCOM Technical Support Team of the incident. The TTR incident shall cease upon notice to the CP by the KCOM Technical Support Team of an incident resolution. KCOM will record the duration of the TTR period in order to be able to comply with KCOM's obligations set out in the Service Standard Schedules to KCOM's Reference Offer for Wholesale Fibre Services.

If KCOM is prevented from resolving an incident within the TTR as a result of not being able to gain access to an End User Site (subject to KCOM providing prior notice wherever possible), the time period until KCOM physically gains access shall be deducted from the TTR calculations for the purpose of calculating any Service Credits that may be payable.



To diagnose and resolve any suspected incidents rapidly and effectively, the CP should endeavour to ensure the CP is in possession of the following information when contacting the KCOM Technical Support Team:

- a. the CP's organisation name and address;
- b. where the incident affects an End User, the End User's organisation name and address;
- c. details of the Service provided by KCOM to the CP and/or End User as applicable;
- d. the address of the Exchange Site and/or End User Site and/or CP Site which is affected by the incident and the details of a contact at the End User Site where applicable;
- e. any affected circuit reference numbers;
- f. nature of the incident;
- g. details of any tests the CP may have carried out in attempting to localise the problem;
- h. where needed, details of availability of access to the End User Site for KCOM's engineering staff;
- i. confirmation as to whether any affected circuits can be taken out of service, if necessary for testing;
- j. the MAC address of the router.

6 Planned Outages Notification Procedure

Planned Outages may be necessary for KCOM to carry out essential maintenance or upgrades to the KCOM Network; these will be kept to a minimum. Except in Emergency or when circumstances are beyond KCOM's control, KCOM will use reasonable endeavours to provide at least 10 Working Days' notice of any Planned Outages which will affect the availability of the Services.

The CP can contact the KCOM Wholesale Desk from time to time to request an alternative outage time, which KCOM will use its reasonable endeavours to implement. KCOM will give notice of Planned Outages to the CP Operational Contact(s).

7 Charge Change Notification Procedure and Special Offers

KCOM will advise the CP of any changes to Charges through the Charge Change Notification Procedure detailed in the Reference Offer for Wholesale Fibre. KCOM will send a Charge Change Notice via email to the CP Billing Contact(s) listed within the Customer Service Plan. Within the Charge Change Notice KCOM will provide:

- a. details of the Services affected;
- b. confirmation of the new Charges;
- c. confirmation of the effective date of the Charge change.

For any disputes with a Charge Change Notice please refer to the dispute process specified within the Reference Offer for Wholesale Fibre Services.

Special offers can be viewed on the [Access Charge Change Notices](#) page. Where a special offer has been applied, this will be reflected in the discounted charge displayed on the bill.

Please note that bulk submission of orders at the end of a special offer period will result in the special offer not being applied to all orders if the order processing time extends outside of the offer period.



8 Escalation & Complaints Procedure

Complaints and escalations in the first instance should be presented to the relevant KCOM Tier 1 contact within the Customer Service Plan. KCOM endeavours to manage all complaints through to resolution and always represent CP's interests at a senior level within KCOM.

However, should the CP consider that an issue with a Service requires further representation, the CP should escalate the issue through the remaining Customer Service Plan tiers as the CP deems necessary.

9 Appendix: Customer Service Plan Template

When complete the Customer Service Plan lists key contacts within KCOM and the partner organisation for each functional area.

Please complete this appendix and exchange it with your Account Manager.

9.1 Billing Contacts

Company: KCOM	
Tier 1	
Name	KCOM Wholesale Desk
Telephone	0800 7022000
Email	wholesaleservice@kcom.com
Tier 2	
Name	KCOM Wholesale Desk Team Manager
Telephone	0800 7022000
Email	wholesaleservice@kcom.com
Tier 3	
Name	KCOM Wholesale Account Manager
Telephone	
Email	wholesalesales@kcom.com

Company: [CP Name]	
Tier 1	
Name	
Telephone	
Email	
Tier 2	
Name	
Telephone	
Email	
Tier 3	
Name	
Telephone	
Email	

9.2 Operational Contacts

Company: KCOM	
Tier 1	
Name	KCOM Provisioning Team
Telephone	
Email	ProvisioningTeam@kcom.com
Tier 2	
Name	Customer Operations Manager
Telephone	07890 054266
Email	

Company: [CP Name]	
Name	
Telephone	
Email	
Tier 2	
Name	
Telephone	
Email	

9.3 Technical Support Contacts

Company: KCOM	
Tier 1	
Name	Operations Support

Company: [CP Name]	
Tier 1	
Name	



Telephone	0800 7022000
Email	wholesaleservice@kcom.com
Tier 2	
Name	Operations Support Manager
Telephone	0800 7022000
Email	

Telephone	
Email	
Tier 2	
Name	
Telephone	
Email	