



Wholesale FibreLine Access Price List

Service descriptions

For a description of the Services please refer to the Reference Offer for the provision of Wholesale FibreLine Access Services (the “Agreement”) and the Wholesale FibreLine Access Technical Characteristics document (CIP037).

Wholesale FibreLine Access (WFL) End User Connection Charges

End User Connection Charges	Operative Date	Until	Connection Charges Ex. VAT
WFL End User New Provide*: Standard installation; ONT within 50 metres (usable of fibre length) of entrance	01/05/19		£31.21
WFL Communications Provider to CP Migration - same service / same End User Site	01/05/19		£2.99
WFL Communications Provider to CP Migration - different service / same End User Site	01/05/19		£8.81

* All Orders for WFL FTTP Services where there is no existing Fibre connection to the relevant End User Site are subject to a 12 month Initial Term

Wholesale FibreLine Access (WFL) Fixed Charges

End User Fixed Charges	Operative Date	Until	Fixed Charges Ex. VAT
WFL Cancel/Amend/Modify – Proposed Start Date amend, Order amend, Order cancellation, Service Level amend	01/05/19		£5.82
WFL Change Tariff Charge (End User Access Modify)	01/05/19		£5.82
WFL Cancellation Charge payable when the CP cancels an Order prior to the Proposed Start Date	01/05/19		£5.82
WFL Cancellation Charge payable when an Order is cancelled after it has been suspended pursuant to the Agreement	01/05/19		£5.82
WFL Cancellation Charge payable when an Order is rejected by KCOM for the reasons set out in the Agreement	01/05/19		£5.82



Wholesale FibreLine Access End User Rental Charges

Service	WFL FTTP Download Speed / Upload Speed	WFL FTTC Download Speed / Upload Speed	Operative Date	Until	Transition* End User Rental Charges Per Month Ex. VAT		Data Only End User Rental Charges Per Month Ex. VAT	
					Service Level 2	Service Level 3	Service Level 2	Service Level 3
FibreLine LA 33/15	33 Mbps / 15Mbps	Up to: 33Mbps / Up to 15Mbps	01/05/21		£4.23	£7.33	£11.93	£15.03
FibreLine 32/6	32Mbps / 6Mbps	Up to: 32Mbps / Up to:6Mbps	01/05/21		£3.33	£6.43	£11.03	£14.13
FibreLine 53/16	53Mbps / 16Mbps	Up to: 53Mbps / Up to:16Mbps	01/05/21		£6.86	£9.96	£14.56	£17.66
FibreLine 83/20	83Mbps / 20 Mbps	Up to: 80Mbps / Up to 5Mbps	01/05/21		£9.58	£12.68	£17.28	£20.38
FibreLine 106/32	106Mbps / 32Mbps	N/A	01/05/21		£9.79	£12.89	£17.49	£20.59
FibreLine 185/53	185Mbps / 53Mbps	N/A	01/05/21		£13.57	£16.67	£21.27	£24.37
FibreLine 220/35	220 Mbps / 35Mbps	N/A	01/05/21		£13.73	£16.83	£21.43	£24.53
FibreLine 250/125	250Mbps / 125Mbps	N/A	01/05/19		£23.00	£26.10	£31.19	£34.29
FibreLine 303/77	303Mbps / 77Mbps	N/A	01/05/21		£16.80	£19.90	£24.50	£27.60
FibreLine 440/35	440Mbps / 35Mbs	N/A	01/05/21		£17.74	£20.84	£25.44	£28.54
FibreLine 400/200	400Mbps / 200Mbps	N/A	01/05/19		£25.00	£28.10	£33.19	£36.29
FibreLine 424/86	424Mbps / 86Mbps	N/A	01/05/21		£18.17	£21.27	£25.87	£28.97
FibreLine 530/106	530Mbps / 106Mbps	N/A	01/05/21		£19.67	£22.77	£27.37	£30.47
FibreLine 500/250	500Mbps / 250Mbps	N/A	01/05/19		£30.00	£33.10	£38.19	£41.29
FibreLine 750/375	750Mbps / 375Mbps	N/A	01/05/19		£35.00	£38.10	£43.19	£46.29
FibreLine 795/159	795Mbps / 159Mbps	N/A	01/05/21		£22.26	£25.36	£29.96	£33.06
FibreLine 954/191	954Mbps / 191Mbps	N/A	01/05/21		£24.21	£27.31	£31.91	£35.01
FibreLine 990/50	990Mbps / 50Mbps	N/A	01/05/21		£22.96	£26.06	£30.66	£33.76
FibreLine 1000/500	1Gbps / 500Mbps	N/A	01/05/19		£58.00	£61.10	£66.19	£69.29

* The Transition End User services are only available in conjunction with a KCOM Line Rental Service or other line rental service supplied by KCOM. Termination of the associated phone line service can only be accepted if the FibreLine End User Transition product is also being terminated.



Termination Payment

The following Charges are payable where the CP terminates an Order for WFL FTTP Services prior to the expiry of that Order's Initial Term. For the avoidance of doubt, such Charges are not payable where the CP terminates an Order for Services due to KCOM's inability to supply WFL FTTP Services that meet the minimum Line Rate quoted in CIP037 published on the KCOM Website at <https://www.kcomplc.com/regulatory/kcom-wholesale/service-information/technical-interface-information/>.

The Initial Term for the WFL FTTP Service to an individual End User Site is:

- (a) where the connection is the first provision of an FTTP Service to that Site, twelve (12) months commencing on the date of provision of the WFL FTTP Service to the CP;
- (b) where the connection is a Migration of an FTTP Service to that End User Site, one month commencing on the date of provision of the WFL FTTP Service to the CP.

Early Termination Charge*	Service	Operative Date	Until	Transition End User Early Termination Charges Per Month Ex. VAT		Data Only End User Early Termination Charges Per Month Ex. VAT	
				Service Level 2	Service Level 3	Service Level 2	Service Level 3
				FibreLine 32/6	19/04/21		£3.03
FibreLine 53/16	19/04/21		£6.24	£9.06	£13.25	£16.07	
FibreLine 106/32	19/04/21		£8.91	£11.73	£15.92	£18.74	
FibreLine 185/53	19/04/21		£12.35	£15.17	£19.36	£22.18	
FibreLine 250/125	01/05/19		£20.93	£23.75	£28.38	£31.20	
FibreLine 303/77	19/04/21		£15.29	£18.11	£22.30	£25.12	
FibreLine 400/200	01/05/19		£22.75	£25.57	£30.20	£33.02	
FibreLine 424/86	19/04/21		£16.53	£19.36	£23.54	£26.36	
FibreLine 530/106	19/04/21		£17.90	£20.72	£24.91	£27.73	
FibreLine 500/250	01/05/19		£27.30	£30.12	£34.75	£37.57	
FibreLine 750/375	01/05/19		£31.85	£34.67	£39.30	£42.12	
FibreLine 795/159	19/04/21		£20.26	£23.08	£27.26	£30.08	
FibreLine 954/191	19/04/21		£22.03	£24.85	£29.04	£31.86	
FibreLine 990/50	01/05/21		£20.89	£23.71	£27.90	£30.72	
FibreLine 1000/500	01/05/19		£52.78	£55.60	£60.23	£63.05	



* The Early Termination Charge is the remainder of the Rental Charges payable in respect of a given Order for Services for the unexpired period of the Initial Term. KCOM shall apply a 9% discount in respect of the aforementioned. Early Termination Charge for the Initial Term. For ease of reference, the Early Termination Charges set out in the table above, are inclusive of the 9% discount.

Wholesale FibreLine Aggregation Point including Bandwidth & Extension Paths

Aggregation Point, Aggregation Point Bandwidth & Extension Paths*	Operative Date	Until	Connection Charges Ex. VAT	Rental Charges Per Annum Ex. VAT
Aggregation Point including Bandwidth 500 Mbps	01/05/21		£0	£5,400
Aggregation Point including Bandwidth 1Gbps	01/05/19	30/04/21	£10,000	£31,400
	01/05/21		£0	£10,800
Aggregation Point including Bandwidth 3Gbps	01/05/19	30/04/21	£10,000	£84,200
	01/05/21		£0	£32,400
Aggregation Point including Bandwidth 5Gbps	01/05/19	30/04/21	£10,000	£137,000
	01/05/21		£0	£54,000
Aggregation Point including Bandwidth 10Gbps	01/05/19	30/04/21	£10,000	£269,000
	01/05/21		£0	£108,000
Aggregation Point including Bandwidth Modify			£0.00	-
	01/05/21		£2,500	£0
Extension Path 500Mbps	01/05/19	30/04/21	£0	£8,520
Extension Path 500Mbps	01/05/21		£0	£2,850
Extension Path 1Gbps	01/05/19	30/04/21	£0	£17,028
Extension Path 1Gbps	01/05/21		£0	£5,700
Extension Path 10Gbps	01/05/19	30/04/21	£0	£57,060
Extension Path 10Gbps	01/05/21		£0	£57,000
Extension Path Modify			£0.00	-
Excess Construction Charges (ECC)	01/05/19		POA	N/A

* The Initial Term is one month for Aggregation Point including Bandwidth and Extension Paths. In the event the CP wishes to modify the bandwidth of an associated Aggregation Point and/or Extension Path, the CP must provide KCOM with 30 days' prior written notice.

Aggregation Point including Bandwidth and Extension Path are available in multiples of 100Mbps on request, subject to a minimum of 500Mbps



Time Related Charges - Call Out, Visit, Missed Appointment and Expedite Charges

Time Related Charges are payable where the CP requests the additional Services as set out in the table immediately below.

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 Out Charge; No KCOM Fault Found for visits made during TTR hours*	01/05/19		£100.00	£85.00	1	£185.00
Missed Appointment Fee**	01/05/19		£100.00	N/A	N/A	N/A
Expedite of a WFL FTTP Installation Order***	01/05/19		£100.10	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 KCOM engineer has been dispatched to an End User Site and:

- (a) the appointment is cancelled by the CP and/or the End User after the engineer has been dispatched;
- (b) the person in attendance at the End User Site is under the age of 18;
- (c) there is no one at the End User Site;
- (d) there is no one at the End User Site who knows what work is required or who is otherwise authorised to agree it;
- (e) the CP and/or the End User ask the KCOM engineer to call back at an alternative time;
- (f) the KCOM engineer is refused entry to the End User Site;
- (g) 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.

*** The Expedite Charge is payable in addition to the WFL End User New Provide Connection Charge. The Expedite Charge shall only be payable by the CP if KCOM provides the Services by the revised Proposed Start Date.



Wholesale FibreLine Service Features & Service Level Table

Other Features	
Equipment provided	Optical Network Terminal (one power socket required)
IP Addresses	Not included. Provided by ISP's own allocation, from Ripe or from the End User's private IP range
KCOM Technical Support Team*	Second line support on 01482 604960
Proposed Start Date	To be confirmed when placing Order for Services.
Service Level 2	Time To Resolve (TTR): End of next Working Day after the CP reports the incident to KCOM, Monday to Friday 8am-5pm
Service Level 3	Time To Resolve (TTR): Same-day repair when the incident is reported before 12pm, 7 days per week

* For the avoidance of doubt, the CP agrees to provide first line support to the End Users. In the event of an incident for which the CP requires second line support, the CP should notify KCOM by contacting the KCOM Technical Support Team. Access to KCOM Technical Support Team is included as part of the Services, the CP must not provide this number to any End User.

Other Services Required

Broadband Service Interconnect Link (BSIL)



No Longer Available

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					Service Level 2	Service Level 3	Service Level 2	Service Level 3
FibreLine 30/15	30Mbps / 15Mbps	Up to: 30Mbps / Up to:15Mbps	01/05/19	30/04/21	£7.40	£10.50	£15.59	£18.69
FibreLine 75/20	75Mbps / 20Mbps	Up to: 75Mbps / Up to:20Mbps	01/05/19	30/04/21	£9.95	£13.05	£18.14	£21.24
FibreLine 200/35	200Mbps / 35Mbps	N/A	01/05/19	30/04/21	£15.61	£18.71	£23.80	£26.90
FibreLine 400/35	400Mbps / 35Mbps	N/A	01/05/19	30/04/21	£24.00	£27.10	£32.19	£35.29
FibreLine 1000/50	1Gbps / 50Mbps	N/A	01/05/19	30/04/21	£35.00	£38.10	£43.19	£46.29

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				Service Level 2	Service Level 3	Service Level 2	Service Level 3
	FibreLine 30/15	01/05/19	18/04/21	£6.73	£9.56	£14.19	£17.01
	FibreLine 75/20	01/05/19	18/04/21	£9.05	£11.88	£16.51	£19.33
	FibreLine 200/35	01/05/19	18/04/21	£14.21	£17.03	£21.66	£24.48
	FibreLine 400/35	01/05/19	18/04/21	£21.84	£24.66	£29.29	£32.11
	FibreLine 1000/50	01/05/19	30/04/21	£31.85	£34.67	£39.30	£42.12

* The Early Termination Charge is the remainder of the Rental Charges payable in respect of a given Order for Services for the unexpired period of the Initial Term. KCOM shall apply a 9% discount in respect of the aforementioned. Early Termination Charge for the Initial Term. For ease of reference, the Early Termination Charges set out in the table above, are inclusive of the 9% discount.