

# KCOM Coronavirus/COVID-19 update - 1 April 2020

Update on prioritising our operations during the Coronavirus outbreak

Further to our previous update on operations during the current Coronavirus (COVID-19) outbreak our work will now be prioritised to focus first on critical work supporting essential services and at-risk customers.

All work will be carried out in accordance with Government guidelines on social distancing. We are also employing additional safe working practices and revised processes to further reduce social interaction wherever possible as safeguards for our engineers and customers, including:

- Asking when appointments are made if anyone at the premises has relevant symptoms or is self-isolating; confirming this again the day prior to the scheduled visit and carrying out a final check on arrival
- Social distancing
- Use of appropriate PPE

Provisioning work will be prioritised as below to focus on the most critical work:

1. All work for providers of critical national infrastructure (NHS, pharmacies, utilities, emergency (999) services, retail and wholesale food distribution outlets, financial services businesses and other categories defined by the Government)
2. In-home service to vulnerable end customers
3. In-home service to end customers who have no other form of broadband or telephony available
4. Self-install activities (i.e. where there is no engineering visit to the end customer premises) with despatch of routers direct to end customers
5. Other provisioning involving a visit and in-home/on-premises work

Repair work will continue to focus on restoring services but will be prioritised as below:

- Any reduced appointment profile will observe the same prioritisation as provisioning until further notice
- All appointed inflight orders will be completed where feasible
- Appointed and non-appointed orders will be completed outside customer premises where feasible e.g. transfers
- Repair diaries will remain open – non-urgent repair is subject to ongoing review

Engineers will continue to enter end customer premises but will enable/restore service wherever possible from outside the premises.

Assistance is requested in the identification of providers of Critical Network Infrastructure and vulnerable end customers in order to prioritise these.

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Our priority is to ensure that end customers remain connected.

Please contact your account team if you have any questions.

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## KCOM removes all data caps during Covid-19 outbreak

Further to our previous announcement, from 1 April, KCOM will temporarily waive charges for any over-usage on our usage based packages, including any gaming and live streaming. Over-usage will not incur charges until further notice – we will give you advance notice of data caps being restored.

“We hope removing data caps completely will assist all our customers during these very difficult circumstances.”

## Urgency to provide 101 Single Non-Emergency Number (SNEN) charges free to UK Citizens

KCOM has made calls to 101 SNEN free of charge from today. Please see [attached notice](#) from the home office.

Ends

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Dear customer

We all know that Covid-19 (Coronavirus) is causing a lot of disruption and uncertainty in our daily lives right now.

For many it could mean having to work from home for a period of time.

That's why we're writing to let you know that from 19 March, the data your customers use on usage based products in the Hull Area, when carrying out typical online activities related to home working, won't count towards the data usage limit that's part of their broadband package. We'll review this at the end of each month and let you know if our approach changes.

At KCOM we're committed to our community and we're doing as much as we can to help our customers get through this difficult time with as little disruption as possible.

This means that working from home activities such as making Skype calls or using a Virtual Private Network (VPN) or online office software will not count towards your monthly data limit. Likewise, data used in general web browsing, email and most other online activities won't be counted.

The only online activities that will still count towards your customers on usage based packages monthly limit are gaming, media streaming and media downloading, such as

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playing on an X-Box, streaming shows on Netflix or downloading shows from iPlayer. While this approach is in place you will only be billed for over usage that falls into one of these categories.

Regards

The KCOM Wholesale Team

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**KCOM removes data caps to help homeworkers during Covid-19 outbreak**

KCOM has announced it is to remove broadband data caps for those working from home during the Coronavirus emergency.

From 19 March, the Hull-based internet provider will not count data usage for home working activities such as video calls and the use of Virtual Private Networks (VPNs) and online office software packages to help people who are working from home. KCOM will review this at the end of each month and notify customers of any changes in its approach.

The move is to reassure customers who may be worried that being online more due to working from home will push them over their monthly data limit.

A spokesman for KCOM said: "At KCOM we're committed to supporting our community and doing as much as we can to help our customers get through this difficult time with as little disruption as possible.

"This means typical working from home activities such as connecting to a Virtual Private Network (VPN), making a Skype video call or using office software that's hosted online or in the cloud will not count towards your monthly data limit. We'll review this at the end of each month and let customers know of any changes.

"We hope removing this extra reason for worry will mean businesses and employees across our Hull and East Yorkshire region can continue to work normally as far as is possible under very difficult circumstances."

Gaming and live streaming or downloading media, such as playing on an X-Box, streaming a show on Netflix or downloading a show on iPlayer, will still count towards customers' monthly data limits as normal. While the measures are in place customers with broadband packages that have usage caps will only be billed for over usage that falls into one of these categories.

Ends