

KCOM wholesale broadband portfolio- 31/03/2021

Dear customer,

Firstly, we would like to say thank you for your continued supporting during the last 12 months, we have seen demand for Fibre Broadband services grow and we thank you for your business.

As we start to exit lockdown, we see this as the right time to make some key changes to our Wholesale Fibre services. We are pleased to announce our enhanced Wholesale Broadband Portfolio containing changes to product speeds and pricing which aims to deliver higher speed and value to your customers.

The changes apply to:

- Connect Broadband Fibre Residential, our white label reseller product
- Wholesale Fibre Line Access (WFL) and Broadband Service Interconnect Link (BSIL) our wholesale aggregated fibre broadband product
- Wholesale Fibre Line Local Access (WFLLA) and Accommodation services, our unbundled fibre access products

The new portfolio:

- Introduces a new low speed residential unlimited product
- Introduces new residential packages including more intermediate steps to help move your customers up the value chain in smaller increments
- Contains increased upload speeds on new residential packages
- Reduces wholesale prices of many existing products
- Introduces newly revised pricing on our Wholesale FibreLine Access and Wholesale FibreLine Local Access services with revised entry level prices

Many of these new changes will be effective from 01/05/21 and we will be happy to receive orders for the new services from this date.*Note 1 Pricing updates will be published on our website on the effective dates here under the wholesale section. New order forms will be made available before the effective dates.

We will not immediately withdraw the existing products, however from 31/07/21 these will no longer be available to purchase and will be fully superseded by the new and revised product and pricing.

We hope this new pricing will provide you with benefits that you can pass onto your customers. If you would like to discuss these in more detail or talk to us about migrations to the new packages, then please contact the KCOM wholesale Sales team at wholesalesales@kcom.com.

Regards,

KCOM Wholesale Team

https://www.kcom.com/wholesale/media/Oblct2dy/p13-s25_connect_broadband_fibre_residential_packages.pdf

https://www.kcom.com/wholesale/media/dkjmtxsp/p13-s27_wholesale_fibreline_local_access.pdf

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