



ACCESS CHARGE CHANGE NOTICE (ACCN)

ACCN reference information

ACCN Number: ACCN_2026_04

Scope: Price review

Notification period: 28 Days

Services: Wholesale Fibre

Terms and conditions: Product terms and conditions are those applying to the wholesale Reference Offer for the provision of Wholesale Fibre

Effective date: 14th September 2026

Charge changes:

From 14th September 2026, charges will change as below.



Onboarding Fee

The charges for Virtual Cable Connects (VCABs) and the Local Access Backhaul Service (LABS) notified in ACCN_2026_03 will no longer apply and will be replaced by an Onboarding Fee.

This fee covers the provision of Virtual Cable Connects (VCABs) and the Local Access Backhaul Service (LABS).

KCOM will implement controls to protect VCABs from overutilisation and over-provisioning. This is intended to maintain consistent service performance for the Communications Provider's (CP's) End Users, while enabling KCOM to manage network capacity effectively.

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.

Access Links	Connection Charges Ex. VAT	Renewal Fee Per Annum Ex. VAT*
Onboarding fee	£12,000	£2,000

*This fee will be payable from the first anniversary of the onboarding date. KCOM will advise each CP of their onboarding date, which will be once the initial provision of VCABs and LABS has completed.