



Consumer Price List

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1. General Information

The Price Lists below detail our current Consumer products. For Business or Legacy pricing please see our website.

The product prices detailed below list the standard price of our products. We may have offered you discounted pricing, which can be confirmed in your Invoice, accessible using the customer portal. For further information please contact our Customer Services team.

These prices include VAT where applicable.

Please also see our Acceptable Use and Traffic Management policies as these form part of your agreement with us.

1.1. Technology

We provide our services using ADSL, ADSL 2+, and FTTC technologies.

We aim to provide you with the fastest stable speed your service can support.

The maximum speeds available for each technology are shown in the table below:

Technology	Downstream Synchronisation rate	Upstream Synchronisation rate
ADSL	8 Mbps	448 Kbps
ADSL2+	24 Mbps	1 Mbps
FTTC 40:2	40 Mbps	2 Mbps
FTTC 40:10	40 Mbps	10 Mbps

2. Price List

2.1. Fault Fix Times

We are unable to offer Service Guarantees or SLAs on our broadband services.

Our standard offering aligns with BT's Maintenance Category 5.

Faults can be reported to us using the customer portal 24 hours a day, 7 days a week. We will investigate faults during our normal opening hours.

Where we have to report a fault to our supplier, they aim to fix faults within 40 hours, excluding any allowable park time.

Allowable park time is time where our supplier is not actively working to resolve the fault and includes items like time spent waiting for an engineer's visit, or where a fault has been passed to you for a retest.

When an engineer's visit is required, we are able to book appointments between 8AM and 6PM Monday to Saturday, excluding Public and Bank Holidays. Appointment availability can vary and we are unable to guarantee that your preferred time will be available.

2.2. Ancillary and Administrative Charges

Charges levied per GB or part thereof are rounded to the next full GB.

Product	Unit Price
Copy Invoice Consumer Charge	£2.09
Fee for Paper Bill	£1.03
Voice Aborted Visit/Missed Appointment	£120.00
Voice Engineering Visit	£126.88
Broadband Aborted Visit/Missed Appointment	£130.43
Broadband Engineering Visit	£210.00
Extra Usage (per Gb, or part thereof)	£1.27
Managed Installation (where available)	£140.00

2.3. Consumer Broadband Prices – Not available to new customers

Where Managed Install is selected you will be charged an initial fee calculated as the Managed Installation Cost plus the Setup Price.

These products are available as regrade options for existing customers, but we are unable to provide them to new customers.

ADSL/2+ indicates the service may be delivered using ADSL or ADSL2+ subject to availability and line conditions.

Product	Contract Length	Setup Price	Monthly Price	Technology	Usage	Call Package
Home Broadband and Calls 10Gb Broadband Evening + Weekend Calls	18 Months	£0.00	£25.00	ADSL	10	Evening + Weekend
Home Broadband and Calls 20Gb Broadband Evening + Weekend Calls	18 Months	£0.00	£29.00	ADSL	20	Evening + Weekend
Home Broadband and Calls 50Gb Broadband Evening + Weekend Calls	18 Months	£0.00	£34.00	ADSL	50	Evening + Weekend
Home Broadband and Calls Unmetered Broadband Evening + Weekend Calls	18 Months	£0.00	£46.00	ADSL	Unmetered	Evening + Weekend
Home Broadband and Calls 10Gb Fibre Broadband 10Mb up Evening + Weekend Calls	18 Months	£0.00	£40.00	FTTC 40:10	10	Evening + Weekend
Home Broadband and Calls 10Gb Fibre Broadband 2Mb up Evening + Weekend Calls	18 Months	£0.00	£35.00	FTTC 40:2	10	Evening + Weekend
Home Broadband and Calls 20Gb Fibre Broadband 10Mb up Evening + Weekend Calls	18 Months	£0.00	£44.00	FTTC 40:10	20	Evening + Weekend
Home Broadband and Calls 20Gb Fibre Broadband 2Mb up Evening + Weekend Calls	18 Months	£0.00	£39.00	FTTC 40:2	20	Evening + Weekend
Home Broadband and Calls 50Gb Fibre Broadband 10Mb up Evening + Weekend Calls	18 Months	£0.00	£49.00	FTTC 40:10	50	Evening + Weekend
Home Broadband and Calls 50Gb Fibre Broadband 2Mb up Evening + Weekend Calls	18 Months	£0.00	£44.00	FTTC 40:2	50	Evening + Weekend
Home Broadband and Calls Unmetered Fibre Broadband 10Mb up Evening + Weekend Calls	18 Months	£0.00	£61.00	FTTC 40:10	Unmetered	Evening + Weekend
Home Broadband and Calls Unmetered Fibre Broadband 2Mb up Evening + Weekend Calls	18 Months	£0.00	£56.00	FTTC 40:2	Unmetered	Evening + Weekend
Home Broadband and Calls 10Gb Broadband Unmetered Anytime Calls	18 Months	£0.00	£27.50	ADSL	10	Unmetered Anytime
Home Broadband and Calls 20Gb Broadband Unmetered Anytime Calls	18 Months	£0.00	£33.00	ADSL	20	Unmetered Anytime
Home Broadband and Calls 50Gb Broadband Unmetered Anytime Calls	18 Months	£0.00	£38.00	ADSL	50	Unmetered Anytime
Home Broadband and Calls Unmetered Broadband Unmetered Anytime Calls	18 Months	£0.00	£50.00	ADSL	Unmetered	Unmetered Anytime

Home Broadband and Calls 10Gb Fibre Broadband 10Mb up Unmetered Anytime Calls	18 Months	£0.00	£42.50	FTTC 40:10	10	Unmetered Anytime
Home Broadband and Calls 10Gb Fibre Broadband 2Mb up Unmetered Anytime Calls	18 Months	£0.00	£37.50	FTTC 40:2	10	Unmetered Anytime
Home Broadband and Calls 20Gb Fibre Broadband 10Mb up Unmetered Anytime Calls	18 Months	£0.00	£48.00	FTTC 40:10	20	Unmetered Anytime
Home Broadband and Calls 20Gb Fibre Broadband 2Mb up Unmetered Anytime Calls	18 Months	£0.00	£43.00	FTTC 40:2	20	Unmetered Anytime
Home Broadband and Calls 50Gb Fibre Broadband 10Mb up Unmetered Anytime Calls	18 Months	£0.00	£53.00	FTTC 40:10	50	Unmetered Anytime
Home Broadband and Calls 50Gb Fibre Broadband 2Mb up Unmetered Anytime Calls	18 Months	£0.00	£48.00	FTTC 40:2	50	Unmetered Anytime
Home Broadband and Calls Unmetered Fibre Broadband 10Mb up Unmetered Anytime Calls	18 Months	£0.00	£65.00	FTTC 40:10	Unmetered	Unmetered Anytime
Home Broadband and Calls Unmetered Fibre Broadband 2Mb up Unmetered Anytime Calls	18 Months	£0.00	£60.00	FTTC 40:2	Unmetered	Unmetered Anytime

3.PSTN Price List

3.1. Fault Fix Times

Our standard service offering is:

No Engineer Visit Required

Fault reported Monday to Friday – Fixed by 23:59 on second working day

Fault reported Saturday or Sunday – Fixed by 23:59 on second working day after the first working day of the week

Engineer Visit Required

Fixed by 23:59 on the date of the arranged appointment

Please note: Monday to Friday are classed as working days

3.2. Feature Packs

Feature Pack 0	Feature Pack 1	Feature Pack 2	Feature Pack 3
Caller Display	Ring Back	Reminder Call	Call Sign*
1471	Call Waiting	Call Divert	Anonymous Caller Reject*
Voicemail*	Call Barring	Voicemail Plus *	Three way Calling
Withhold Number*			

3.3. Prices

Product	Contract Length	Connection Charge	Unit Price
Voice Line rental	12 Months	£119*	£18.00
Call Package – Unmetered Anytime**	1 Month	£0.00	£6.12
Call Package – Evenings and Weekends**	1 Month	£0.00	£5.10
Call Package – 1000 anytime minutes**	1 Month	£0.00	£4.20
Feature Pack 0/Included features	1 Month	£0.00	£0.00
Feature Pack 1**	1 Month	£0.00	£5.00
Feature Pack 2**	1 Month	£0.00	£7.00
Feature Pack 3**	1 Month	£0.00	£4.48

* Setup price is only applicable for new circuit installations

** These items are only available with PSTN Voice

*** Data only service are provided with all calls barred, except those to emergency services (999 and 112)

*These features can be toggled on or off through the portal

3.4. Evening and Weekend timings

	Period Start	Period Finish
Daytime	08:00	17:59
Evening	18:00	07:59
Weekend	18:00 Friday	07:59 Monday

3.5. Cancellation of Orders

If you cancel an order beyond the Point of No Return, the following will apply:

Order Type	Point of No Return (PONR)	Fee
New Connection	Customer Committed Date > 4pm	£119.00
Transfer of Line	Customer Committed Date > 4pm	£15.00

3.6. Standard Consumer Call Rates

[Consumer Calls](#)

Thank you

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