



Consumer Price List

Last Updated: November 2019



Contents

1. General Information	2
1.1. Technology	2
2. Price List.....	3
2.1. Ancillary and Administrative Charges	3
2.2. Consumer Broadband Prices	4
2.3. Consumer Product Prices	Error! Bookmark not defined.

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.

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. 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

2.2. 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 Unlimited Broadband Evening + Weekend Calls	18 Months	£0.00	£46.00	ADSL	Unlimited	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 Unlimited Fibre Broadband 10Mb up Evening + Weekend Calls	18 Months	£0.00	£61.00	FTTC 40:10	Unlimited	Evening + Weekend
Home Broadband and Calls Unlimited Fibre Broadband 2Mb up Evening + Weekend Calls	18 Months	£0.00	£56.00	FTTC 40:2	Unlimited	Evening + Weekend
Home Broadband and Calls 10Gb Broadband Unlimited Anytime Calls	18 Months	£0.00	£27.50	ADSL	10	Unlimited Anytime
Home Broadband and Calls 20Gb Broadband Unlimited Anytime Calls	18 Months	£0.00	£33.00	ADSL	20	Unlimited Anytime
Home Broadband and Calls 50Gb Broadband Unlimited Anytime Calls	18 Months	£0.00	£38.00	ADSL	50	Unlimited Anytime
Home Broadband and Calls Unlimited Broadband Unlimited Anytime Calls	18 Months	£0.00	£50.00	ADSL	Unlimited	Unlimited Anytime

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

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

3.3. Prices

Product	Contract Length	Connection Charge	Unit Price
Voice Line Rental	12 Months	£119.00*	£18.00
Call Package – Unmetered Anytime**	1 Month	£0.00	£6.12
Call Package – Evening 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

3.4. Evening and Weekend Timings

Period	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

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

KCOM
37 Carr Lane
Hull
HU1 3RE



business.kcom.com



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