



## Business Price List

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# 1. General Information

The Price Lists below detail our current Business products. For Consumer 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.

All prices listed below are shown without VAT

## 1.1. Technology

We provide our services using ADSL, ADSL 2+, FTTC, and FTTP 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/FTTP 40:10    | 40 Mbps                         | 10 Mbps                       |
| FTTC/FTTP 80:20    | 80 Mbps                         | 20 Mbps                       |
| G.FAST/FTTP 160:30 | 160 Mbps                        | 30 Mbps                       |
| G.FAST/FTTP 330:50 | 330 Mbps                        | 50 Mbps                       |

# 2. Price List

## 2.1. Ancillary and Administrative Charges

Charges levied per hour or part thereof are rounded to the next full hour. There is a minimum charge of 1 hour.

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

| Item                                 | Unit Price |
|--------------------------------------|------------|
| Change of ownership                  | £0.00      |
| Copy Invoice Business Charge         | £5.00      |
| Copy Invoice (Old) Business Charge   | £2.00      |
| Business Account Reconciliation Fee  | £10.00     |
| Fee for Paper Bill                   | £0.86      |
| Voice/PSTN Missed Appointment Charge | £100.00    |

|   |         |
|---|---------|
| <b>Voice Engineering Visit (per hour or part thereof)</b> | £105.73 |
| <b>Broadband Aborted/Missed Visit Charge</b>              | £130.00 |
| <b>BT Openreach Engineering Visit - Business</b>          | £200.00 |
| <b>ADSL Fast Tracking Order Charge</b>                    | £150.00 |
| <b>Extra Usage Charge (per GB or part thereof)</b>        | £1.06   |
| <b>Managed Installation Cost</b>                          | £140.00 |

## 2.2. Business Product Prices

For Fibre services, the names Fibre Broadband and Business Broadband are used interchangeably.

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

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

| Product                             | Contract Length | Setup Price | Unit Price | Technology    | Usage     |
|-------------------------------------|-----------------|-------------|------------|---------------|-----------|
| <b>Business Broadband Essential</b> | 12 Months       | £0.00       | £14.00     | ADSL/2+       | 10        |
| <b>Business Broadband Essential</b> | Monthly         | £40.00      | £14.00     | ADSL/2+       | 10        |
| <b>Business Broadband</b>           | 12 Months       | £0.00       | £30.00     | ADSL/2+       | Unlimited |
| <b>Business Broadband</b>           | Monthly         | £40.00      | £30.00     | ADSL/2+       | Unlimited |
| <b>Fibre Broadband</b>              | 12 Months       | £0.00       | £27.50     | FTTC 40:10    | 50        |
| <b>Fibre Broadband</b>              | Monthly         | £80.00      | £27.50     | FTTC 40:10    | 50        |
| <b>Fibre Broadband</b>              | 12 Months       | £0.00       | £45.00     | FTTC 80:20    | Unlimited |
| <b>Fibre Broadband</b>              | Monthly         | £80.00      | £45.00     | FTTC 80:20    | Unlimited |
| <b>Business Broadband</b>           | Monthly         | £49.00      | £65.00     | G.FAST 160:30 | 100       |
| <b>Business Broadband</b>           | 12 Months       | £0.00       | £65.00     | G.FAST 160:30 | 100       |
| <b>Business Broadband</b>           | 24 Months       | £0.00       | £65.00     | G.FAST 160:30 | 100       |
| <b>Business Broadband</b>           | Monthly         | £49.00      | £75.00     | G.FAST 160:30 | Unlimited |
| <b>Business Broadband</b>           | 12 Months       | £0.00       | £75.00     | G.FAST 160:30 | Unlimited |
| <b>Business Broadband</b>           | 24 Months       | £0.00       | £75.00     | G.FAST 160:30 | Unlimited |
| <b>Business Broadband</b>           | Monthly         | £49.00      | £75.00     | G.FAST 330:50 | 100       |
| <b>Business Broadband</b>           | 12 Months       | £0.00       | £75.00     | G.FAST 330:50 | 100       |
| <b>Business Broadband</b>           | 24 Months       | £0.00       | £75.00     | G.FAST 330:50 | 100       |
| <b>Business Broadband</b>           | Monthly         | £49.00      | £85.00     | G.FAST 330:50 | Unlimited |
| <b>Business Broadband</b>           | 12 Months       | £0.00       | £85.00     | G.FAST 330:50 | Unlimited |
| <b>Business Broadband</b>           | 24 Months       | £0.00       | £85.00     | G.FAST 330:50 | Unlimited |
| <b>Direct FTTP</b>                  | 12 Months       | £100.00     | £39.00     | FTTP 40:10    | 100       |
| <b>Direct FTTP</b>                  | 12 Months       | £100.00     | £42.00     | FTTP 40:10    | Unlimited |
| <b>Direct FTTP</b>                  | 12 Months       | £100.00     | £42.00     | FTTP 80:20    | 100       |
| <b>Direct FTTP</b>                  | 12 Months       | £100.00     | £45.00     | FTTP 80:20    | Unlimited |
| <b>Direct FTTP</b>                  | 12 Months       | £100.00     | £57.00     | FTTP 160:30   | 100       |
| <b>Direct FTTP</b>                  | 12 Months       | £100.00     | £65.00     | FTTP 160:30   | Unlimited |
| <b>Direct FTTP</b>                  | 12 Months       | £100.00     | £130.00    | FTTP 330:50   | 100       |
| <b>Direct FTTP</b>                  | 12 Months       | £100.00     | £150.00    | FTTP 330:50   | Unlimited |

## 2.3. Bonded DSL Pricing

|                       | Setup Cost - 1<br>Month Contract | Setup Cost - 12<br>Month Contract | Monthly -<br>50GB | Monthly -<br>100GB | Monthly -<br>200GB | Monthly -<br>Unmetered |
|-----------------------|----------------------------------|-----------------------------------|-------------------|--------------------|--------------------|------------------------|
| <b>2 Bonded Lines</b> | £250                             | £100                              | £90               | £100               | £110               | £120                   |
| <b>3 Bonded Lines</b> | £375                             | £150                              | £125              | £135               | £145               | £155                   |
| <b>4 Bonded Lines</b> | £500                             | £200                              | £160              | £170               | £180               | £190                   |

## 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       | £99.00*           | £18.00     |
| Call Package – Unmetered Anytime**    | 1 Month         | £0.00             | £3.50      |
| Call Package – Evening and Weekends** | 1 Month         | £0.00             | £5.10      |
| Call Package – 1000 Anytime Minutes** | 1 Month         | £0.00             | £4.25      |
| Feature Pack 0/Included Features      | 1 Month         | £0.00             | £3.50      |
| Data Only Line Rental***              | 12 Months       | £99*              | £11.50     |
| Feature Pack 1*                       | 1 Month         | £0.00             | £4.17      |
| Feature Pack 2**                      | 1 Month         | £0.00             | £5.83      |
| Feature Pack 3***                     | 1 Month         | £0.00             | £3.74      |

\* 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)

### 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 | £99.00 |
| Transfer of Line | Customer Committed Date > 4pm | £15.00 |

### 3.6. Standard Consumer Call Rates

#### Business Calls

## 4. Domains

| Item                            | 12 Months | 24 Months |
|---------------------------------|-----------|-----------|
| New Registration for .biz       | £13.99    | £25.99    |
| New Registration for .co.uk     | £4.99     | £8.99     |
| New Registration for .com       | £9.99     | £18.99    |
| New Registration for .eu        | £9.99     | £18.99    |
| New Registration for .eu.com    | £24.99    | £47.99    |
| New Registration for .gb.com    | £24.99    | £47.99    |
| New Registration for .gb.net    | £24.99    | £47.99    |
| New Registration for .info      | £13.99    | £25.99    |
| New Registration for .ltd.uk    | £4.99     | £8.99     |
| New Registration for .net       | £9.99     | £18.99    |
| New Registration for .org       | £9.99     | £18.99    |
| New Registration for .org.uk    | £4.99     | £8.99     |
| New Registration for .plc.uk    | £20.00    | £40.00    |
| New Registration for .uk        | £4.99     | £8.99     |
| New Registration for .uk.com    | £29.99    | £58.99    |
| New Registration for .uk.net    | £29.99    | £58.99    |
| Transfer in to KCOM for .biz    | £13.99    | £25.99    |
| Transfer in to KCOM for .co.uk  | £4.99     | £8.99     |
| Transfer in to KCOM for .com    | £9.99     | £18.99    |
| Transfer in to KCOM for .eu     | £9.99     | £18.99    |
| Transfer in to KCOM for .eu.com | £24.99    | £47.99    |
| Transfer in to KCOM for .gb.com | £24.99    | £47.99    |
| Transfer in to KCOM for .gb.net | £24.99    | £47.99    |
| Transfer in to KCOM for .info   | £13.99    | £25.99    |
| Transfer in to KCOM for .ltd.uk | £4.99     | £8.99     |
| Transfer in to KCOM for .net    | £9.99     | £18.99    |
| Transfer in to KCOM for .org    | £9.99     | £18.99    |
| Transfer in to KCOM for .org.uk | £4.99     | £8.99     |
| Transfer in to KCOM for .uk     | £4.99     | £8.99     |
| Transfer in to KCOM for .uk.com | £29.99    | £58.99    |
| Transfer in to KCOM for .uk.net | £29.99    | £58.99    |



# Thank you

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