

Changes to Broadband Products: KCOM Connect Broadband Fibre

KCOM Wholesale will be making changes to the monthly rental charge for both Same Day Fix 7 days per week SLA and Same Day Fix 5 days per week SLA.

These changes will take effect from 15 July 2022.

In summary the changes will consist of the following:

- Same Day Fix 7 days per week SLA new monthly rental charge £8 per month Ex VAT
- Same Day Fix 5 days per week SLA new monthly rental charge £6 per month EX VAT

These changes will be reflected in section 4. Other Charges

Section 4. Other Charges

Additional One off Requirements	Operative Date	Until	Connection Charge	Monthly Rental Charge
			Ex VAT	Ex VAT
Replacement Router			£80.00	N/A
Temporary Suspension / Resumption charge			£3.00	N/A
Cancellation charge – 2 or more working days after order placed			£6.00	N/A
Expedite Category 1* & 2*			£250.00	N/A
Expedite Category 3* & 4*			£450.00	N/A
Expedite Other*			P.O. A	N/A
Same Day Fix 5 Days per Week SLA ^{1 2}	01/08/21	14/07/22	N/A	£25.50
	15/07/22		N/A	£6.00
Same Day Fix 7 Days per Week SLA ^{1 3}	01/08/21	14/07/22	N/A	£42.50
	15/07/22		N/A	£8.00

* Subject to feasibility.

Category 1 - Services are in a roll-out area where a splitter is allocated and the property is tubed, with no splicing and cabling required.

Category 2 - Jointing required to liven up fibre at CSP/CTU, install also required.

Category 3 - Cable required from PMC to CSP/CTU, jointing to liven up the fibre, install also required

Category 4 - Civils required to lay ducting, cable required from PMC to CSP/CTU, jointing to liven up the fibre, install also required

¹ Excluding network outages, telephony faults or faults that require ongoing monitoring, working days are Monday to Friday and exclude bank holidays

² Same day fix for faults reported before 1200 Monday to Friday

³ Same day fix for faults reported before 1200 Monday to Sunday