

It's bigger than broadband

It's believing real fibre
broadband isn't just
a big city thing



KCOM

Agenda

1. Who is KCOM?
2. Real fibre explained
3. Community investment
4. Build details
5. DCMS Vouchers
6. KCOM package prices
7. How can you help?
8. FAQ



Who is KCOM?

- ✓ Founded in 1904, KCOM is one of the longest-established providers of communications services in the UK
- ✓ The first ISP to rollout it's real fibre network across a full city in the UK
- ✓ Contributing more than £469 million to the local economy
- ✓ Investing £100million into delivering real fibre broadband across East Yorkshire and North Lincolnshire



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What is real fibre?

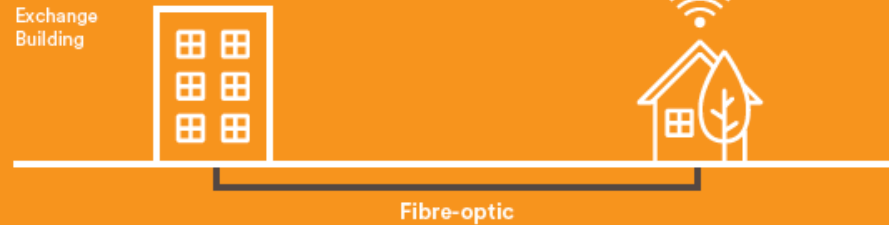
Join the top 14% of the UK who can get real fibre broadband



Source: [ofcom.org.uk/](https://www.ofcom.gov.uk/), 10 September 2020



KCOM: fibre all the way to the home (real fibre)



Other providers: part fibre to the cabinet (FTTC)



FTTC network offers average download speed of 47.1Mbps***

Real fibre offers average download speeds of 30, 75, 200, 400 and 900Mbps, depending on package selected

What does real fibre mean for you?

The benefits of a strong, reliable connection direct to your home

“

It's a lot quicker than what we had before... There's no buffering and we can all just get on with what we're doing with no problem. There are four adults in the house all doing our own thing online and the internet doesn't slow down any more.

”

Alison, East Hull

Future-proof broadband

- Entertain the kids, surf, stream and game on multiple devices at the same time
- Stream 4k TV content across Netflix, Amazon Prime or Disney+



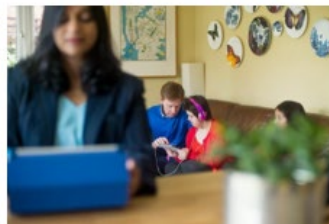
Outstanding reliability

- Stream content in real time, no waiting around for it to download
- Unlimited data allowing smooth streaming, video calling, gaming and downloading



No compromises

- Work from home with confidence, a consistent and reliable connection you can rely on
- Support you can access online or at the end of a call. Our friendly customer service team are working from their homes across Hull and East Yorkshire to support you.



We're a local business investing in your community

Making the area a better place to live, work and invest



KCOM Kits

Every time the Tigers score at home, we donate a full Umbro team kit to local youth teams. 549 so far and counting!



Community Chest

New customer broadband referrals will be able to 'unlock their community chest' and earn local charities some cash



Community grants

Every month we award grants of up to £1,000, so if there's a local project, event or cause to support, let us know



Getting communities online

As well as drop-in sessions at Carr Lane, we are passionate about working with local libraries and schools to get residents of all ages online

Build details

Making sure we leave an area as we found it

Your streets



Our engineers will need to dig up parts of the street, including pavements, grass verges and roads

Communication

Should this groundwork restrict access to your property, one of our engineers will come and talk to you first.

Community



We work closely with local authorities to follow their Highway team guidance on any area restoration

Expertise



We're building brand-new fibre that is completely separate to existing networks. It won't interfere in any way with existing services

DCMS vouchers

KCOM: Registered Supplier of the Rural Gigabit Voucher Scheme



Don't worry, we'll keep you updated every step of the way

How much will it cost?

Vouchers worth £1,500 per home cover build costs

- ✓ Using the vouchers mean there is **no cost to your community** except for the contract households/businesses would normally pay for any broadband

The new way to buy broadband...

- ✓ Freedom to try any speed for £25 a month* to find the perfect one for your home
- ✓ Flexibility to switch speeds anytime
- ✓ Experience the ultimate in-home setup with our fastest ever speeds, to do all the things you love online
- ✓ 18 month contract, standard prices apply from month 7
- ✓ £25 connection fee

75Mbps

Box set bingers

Save £102
in the first 6 months
Usually £42 a month**

200Mbps

Work-from-homers

Save £126
in the first 6 months
Usually £46 a month**

400Mbps

Next level gamers

Save £150
in the first 6 months
Usually £50 a month**

900Mbps

The ultimate smart
home experience

Save £324
in the first 6 months
Usually £79 a month**

Try any
speed for only

£25
a month for the
first 6 months*



How can you help?

We require just 30% to register their interest for it to happen



www.kcomhome.com/pre-register

KCOM

Frequently Asked Questions



FAQ

What happens during the switching process?



Step 1: Order online or over the phone now



Step 2: Your welcome call

We'll give you a call to confirm your order and to arrange the install to suit you, ensuring where possible that there is no downtime to your existing internet connection.



Step 3: Give notice to your current provider



Step 4: Pre-install appointment

During the visit, the engineer will discuss and plan the tidiest way to install the fibre direct to your home with you, fitting a small box to the outside of your property that contains the fibre.



Step 5: Installation

The engineer will fit the fibre cables inside your home, set up your new LightHub router, connect one of your devices and run a speed check with you.



Step 6: Congratulations - you're in the top 15%



FAQ

What do I do if I'm still in contract?

Would your existing broadband provider charge you termination fees to switch to KCOM?

Let us help you.

When you purchase an unlimited real fibre broadband package, up to £100 Welcome Credit* could help towards the cost of any early termination fees.

Just send proof of your early termination payment within 90 days of your service going live and we will credit your KCOM account for the same amount (up to £100) within 30 days.



FAQ

Will there be disruption whilst the build is in progress?

1. Will there be disruption whilst the build is in progress?

- ✓ Yes, as with any new infrastructure, there will be some disruption, However, KCOM look to reduce this through meticulous planning and expert engineering, for example by using ducting already in the ground and micro trenches

1. Will you put our area back as it was?

- ✓ Simply put, YES! Initially a temporary surface will be put in place until we are ready to finish, and the Highways department will always have to sign off our work. KCOM then re-surface any area they have dug and restore verges at the right time, so they have the necessary weather and conditions to recover



FAQ

How do KCOM support lower income households?

Flex Packages*

Income Support

Pension Credit

Job Seekers Allowance

Housing Benefit

Personal Independence Payment

Attendance Allowance

Universal Credit

Care Home residents

Employment and Support Allowance

(EAS) (Income related)

	Flex Call Only	Flex Basic ADSL broadband and 3GB <i>*only for customers not in a fibre area</i>	Flex Lite ADSL broadband and 8GB <i>*only for customers not in a fibre area</i>	Lightstream Flex <i>*only for customers in a fibre area</i>
Price per month	£5.10	£9	£10	£20
Call allowance	20 local calls and 60 mins of calls to 0845 or 0870 numbers	20 local calls and 60 mins of calls to 0845 or 0870 numbers	20 local calls and 60 mins of calls to 0845 or 0870 numbers	20 local calls and 60 mins of calls to 0845 or 0870 numbers
Call cap	£10 spend cap once the inclusive call allowance has been reached	£10 spend cap once the inclusive call allowance has been reached	£10 spend cap once the inclusive call allowance has been reached	£10 spend cap once the inclusive call allowance has been reached
Data allowance	N/A	3GB	8GB	20GB (Unlimited until further notice*)
Data over-usage charges	N/A	N/A Speed throttled once 3GB data exceeded****	N/A Speed throttled once 8GB data exceeded****	N/A (Unlimited until further notice*)
Connection charge	£0	£10	£10	Free
Contract length	12 months <i>One month notice period to cancel***</i>	12 months <i>One month notice period to cancel***</i>	12 months <i>One month notice period to cancel***</i>	12 months <i>One month notice period to cancel***</i>
Early termination fees	£0	£0	£0	£0



FAQ

What precautions are you taking during Covid-19?

Extra precautions we're taking to keep you safe during Covid-19:

- You will receive a call to confirm your appointment and discuss the installation day. We'll check if anyone in your household has any Covid-19 symptoms. If someone does, we'll rearrange for a more suitable day.
- Before the engineer sets off to your property, they will call to check again if anyone in the household has Covid-19 symptoms.
- When the engineer arrives, they will knock on your door and take several steps back to create social distance. Once inside, they will maintain a 2m social distance at all times.
- Engineers are supplied with a range of Covid-19 PPE and will assess the appropriate PPE measures to take during your installation.
- If at any stage you or the engineer feels unsafe, they will leave your property and the installation will be rearranged for your convenience.

Our engineers are:

- > **Key workers**
- > **Working safely**
- > **Social distancing where safe**
- > **Using PPE**

