

Changes to Charges for Temporary Suspension / Resumption of Services

The charge for “Temporary Suspension / Resumption Charge will be changing as of 1 September 2023. This will affect the following products:

Connect Business Fibre Complete
 Connect Broadband Fibre Business
 Connect Broadband Plus
 Connect Broadband Fibre Residential
 Connect Broadband ADSL Res
 KCOM Line Rental
 Connect Business Voice
 EA Connect Broadband Business Fibre
 EA Connect Broadband Residential Fibre
 EA Connect Business Voice

Temporary Suspend / Resume charges will be published in the Price List under ‘Connect Broadband and Voice Miscellaneous Charges’.

These changes are set out in Table 1.

Table 1

Product Category	Additional One off Requirements	Operative Date	Until	One-Off Charge
				Ex VAT
Broadband and Voice	Temporary Suspension / Resumption charge (applicable per event on instructions received to temporarily suspend or to resume service to a previously temporarily suspended service)		30/08/23	£3.00
		01/09/23		£9.00