



Why did my bill change?

The cost of providing service has substantially increased impacting the cost of doing business. KCI's operational costs are no exception. KCI understands that any increase truly affects our customers.

After two years of no increases, we are adjusting our prices effective on your September bill, in order to keep pace with increased operating costs. This adjustment is to continue to provide you quality, reliable service.

Why such short notice?

Taxing authorities, vendors and suppliers have increased our operating costs significantly over the last 90 days. This is forcing KCI to adjust rates quickly for us to continue to provide the quality service you expect from us.

Why the increase in speed?

As our customer base continues to grow it becomes more apparent homes and businesses are connecting more devices (cell phone, tablets, etc.). As a result, the vast majority of our customers have been wanting more speed. In addition to covering our increased operational costs, we thought it was only fair to give our customers an added value

Does KCI have a less expensive package?

At this time, our lowest package is our Turquoise Plan. The Turquoise plan offers matching upload and download speeds with no data limits. Our best value you plan is the Silver plan, which offers twice the speed for a reasonable value. To find out more, please visit KCI's Plans and Pricing tab, at kitcarson.com

I noticed some new line items on my bill, what are they for?

These new fees are being imposed on our operations from local taxing entities and are being collected and remitted on their behalf. Some of these fees are only applicable based on service address and may not apply to all customers.

Please submit your comments to comments@kitcarson.com.