

## KCOM Business Lightstream Secure Packages

### 1. Service description

KCOM Business Lightstream Secure packages are designed to provide value for money to KCOM customers that require both a single exchange line and Lightstream along with a fully managed internet security appliance. The exchange line can either be a standard analogue line or where additional business features are required a SmartComms line.

The package features include:

- Unlimited download limit on Lightstream
- SoHo Blue user managed security appliance including firewall & Unified Threat Management (UTM)
- Secure Office includes UTM Standard and Secure Premium comes with premium UTM software licences (see table in section 11)
- Monthly subscription includes: (i) firewall hardware and hardware support, (ii) software updates/upgrades and (iii) installation and fault management
- Includes in-warranty firewall swap-out by next working day
- 120 minutes of calls to mobile phones
- Free local calls
- Option for inclusive national calls

Where a SmartComms line is provided the following additional features are available

- One free DECT telephone
- A voicemail box
- Remote Office to enable the line to be redirected to any telephone number
- Free Toolbar applications for PC and iPhone
- Maintenance of DECT base station

The SmartComms line is available only with FTTP (Fibre to the Premises) installations whereas an FTTC (Fibre to the Cabinet) delivery is only available using an analogue line.

### 2. Call charges

#### **Analogue Line:**

Customers can find associated call charges in the 'Phone Services' section on KCOM Business Price Manual

#### **SmartComms 'One'**

The SC02 tariff applies for associated call charges. The SC02 tariff can be found in the SmartComms section on the KC Business Price Manual

The maximum Lightstream download and upload speeds is detailed in the table below.

## Customer requirements

- Ethernet LAN running TCP/IP (100 BASE T minimum). For LAN connections customer to supply PC Ethernet cards.
- An internet ready device
- If we connect PC's and laptops using the wireless router, we provide a router to wireless 11ac standard. To optimize your wireless speed you will require wireless 11ac adaptors or cards for your PC, rather than older and slower A, B, G & N standards. However A, B and G standards will still work.
- All customers should consider the security of their PC. KCOM recommends the use of current anti-virus software and firewall protection. Email anti-virus protection is provided with email POP accounts. Contact the business team regarding firewall security and Unified Threat Management hardware.
- FTTP installations require two power sockets for the Optical Network Terminal (ONT) and the supplied firewall/UTM appliance.
- A SmartComms line requires two power sockets for the DECT phone and Base Station.

## 3. Engineer visits

We will provide you with an AM or PM appointment for the installation of the Lightstream service. Missed Appointment charges apply for any missed installation dates [here](#) There will be a second appointment either on the same or following day to install the security appliance.

## 4. Connection charges

Service	Lightstream Office Light 250 (UL) Local/National		Lightstream Office Pro 500 (UL) Local/National	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
New Lightstream Package including either A SmartComms Or An Analogue Line (50 metres)	£216.00	£259.20	£216.00	£259.20
Existing Analogue Line With New Lightstream To Make Package (50 metres)	£120.00	£144.00	£120.00	£144.00
Migration Of An Existing Analogue Line To A SmartComms Line with new Lightstream connection (50 metres)	£120.00	£144.00	£120.00	£144.00
Connection Upgrade (From any existing Lightstream service)	£120.00	£144.00	£120.00	£144.00
Connection Upgrade (From any existing Lightstream service & Analogue Line to package with a SmartComms Line)	£120.00	£144.00	£120.00	£144.00
Firewalls included with all new connections	SoHoBlue user Unified Threat Management device (Engineer to install as part of connection charge)			

Connection by Instalments (12 months) is available.

## 5. Lightstream Secure 10 devices monthly rental

	Lightstream Secure 250 Local		Lightstream Secure 250 National		Lightstream Secure 500 Local		Lightstream Secure 500 National	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
<b>Premium 10 Devices Monthly Rentals</b>								
Analogue Line Or SmartComms 'One' (36 Months)	£85.00	£102.00	£89.00	£106.80	£115.00	£138.00	£119.00	£142.80
Analogue Line Or SmartComms 'One' (24 Months)	£95.00	£114.00	£99.00	£118.80	£125.00	£150.00	£129.00	£154.80
<b>Standard 10 Devices Monthly Rentals</b>								
Analogue Line Or SmartComms 'One' (36 Months)	£75.00	£90.00	£79.00	£94.80	£105.00	£126.00	£109.00	£130.80
Analogue Line Or SmartComms 'One' (24 Months)	£85.00	£102.00	£89.00	£106.80	£115.00	£138.00	£119.00	£142.80
<b>Voice Features</b>								
Local Calls Included?	Yes							
120 Minutes To Mobiles Included	Yes							
National Calls Included	No	Yes		No	Yes			
<b>Ultrafast Broadband Features</b>								
	Lightstream Secure – Unlimited monthly usage allowance (Up/Down)				Lightstream Secure – Unlimited monthly usage allowance (Up/Down)			
Download Speed (EIR – FTTP)	Up to 250Mbps				Up to 500Mbps			
Download Speed (CIR – FTTP)	60Mbps*				80Mbps*			
Upload Speed (EIR – FTTP)	Up to 125Mbps				Up to 250Mbps			
Upload Speed (CIR – FTTP)	15Mbps*				20Mbps*			
IP Addresses	Single or multiple IP addresses up to a /29 (subject to RIPE approval)							
SoHo Blue 10 Internet Security (Premium UTM)	SoHo Blue 10 user WITH A Standard or Premium licence as above							
Email	20 POP mail boxes, each with 10 email aliases and 250MB storage							
Basic Web Space	50MB basic web space				50MB basic web space			

Business Web Space	100MB business web space	500MB business web space
Included Services	Email anti-spam and anti-virus protection (including end user controls) Free .co.uk domain on request (requested domain is subject to availability)	
Payment Options	Invoice / Direct Debit	
* Please note if the service is provided by FTTC this speed is the maximum 'upto' speed for the service and does not have a CIR or EIR. EIR = Extended Information Rate, CIR = Committed Information Rate.		

## 6. Lightstream secure 25 device monthly rental

	Lightstream Secure 250 Local		Lightstream Secure 250 National		Lightstream Secure 500 Local		Lightstream Secure 500 National	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
<b>Premium 25 Devices monthly rentals</b>								
Analogue Line Or SmartComms 'One' (36 Months)	£105.00	£126.00	£109.00	£130.80	£135.00	£162.00	£139.00	£166.80
Analogue Line Or SmartComms 'One' (24 Months)	£115.00	£138.00	£119.00	£142.80	£145.00	£174.00	£149.00	£178.80
<b>Standard 10 Devices Monthly Rentals</b>								
Analogue Line Or SmartComms 'One' (36 Months)	£85.00	£102.00	£89.00	£160.80	£115.00	£138.00	£119.00	£142.80
Analogue Line Or SmartComms 'One' (24 Months)	£95.00	£114.00	£99.00	£118.80	£125.00	£150.00	129.00	£154.80
<b>Voice Features</b>								
Local Calls Included?	Yes							
120 Minutes To Mobiles Included	Yes							
National Calls Included	No	Yes		No	Yes			
<b>Ultrafast Broadband Features</b>								
Service	Lightstream Secure – Unlimited monthly usage allowance (Up/Down)				Lightstream Secure – Unlimited monthly usage allowance (Up/Down)			
Download Speed (EIR – FTTP)	Up to 250Mbps				Up to 500Mbps			
Download Speed (CIR – FTTP)	60Mbps*				80Mbps*			
Upload Speed (EIR – FTTP)	Up to 125Mbps				Up to 250Mbps			

Upload Speed (CIR – FTTP)	15Mbps*	20Mbps*
IP Addresses	Single or multiple IP addresses up to a /29 (subject to RIPE approval)	
SoHo Blue 25 Internet Security	SoHo Blue 25 user WITH A Standard or Premium licence as above	
Email	20 POP mail boxes, each with 10 email aliases and 250MB storage	
Basic Web Space	50MB basic web space	50MB basic web space
Business Web Space	100MB business web space	500MB business web space
Included Services	Email anti-spam and anti-virus protection (including end user controls) Free .co.uk domain on request (requested domain is subject to availability)	
Payment Options	Invoice / Direct Debit	
* Please note if the service is provided by FTTC this speed is the maximum 'upto' speed for the service and does not have a CIR or EIR. EIR = Extended Information Rate, CIR = Committed Information Rate.		

## 7. Service levels

Service	Lightstream Secure 250 (UL) Local/National	Lightstream Secure 500 (UL) Local/National
Lightstream Technical Support	FREE & 24 x 7 online fault logging Contact hours – Mon to Fri 0800 to 2100 Saturday 0900 to 1700, Sundays and Bank Holidays 1000 to 1800	
Lightstream Service Level Agreement the KCOM Business Promise	Repair time: Next Working Day 85% of calls answered in <60 sec 95% of emails replied to within 1 working day 75% of issues fixed at first point of contact	
SoHo 10 Replacement	Next day replacement should the unit develop a fault (not including accidental damage)	
Installation Lead Time	From 16 Working days	
Required Service	SmartComms Line Or Analogue Line	

### Notes:

Multiple static IP addresses are subject to RIPE approval and require a no-NAT configuration. Next Working Day Repair excludes network outages or faults that require on-going monitoring; working days are Monday-Friday and exclude Bank and Public Holidays.

## 8. Other charges

Service	Connection Charge		Monthly Rental	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Reconnection fee when moving premises (50 metres)	£120.00	£144.00	N/A	
Reconnection fee: for disconnection or suspension due to non-payment or abuse (i.e. copyright infringement, viruses, open proxy)	£25.00	£30.00	N/A	
Firewall Config Standard Template Build	£0.00	£0.00	N/A	
Bespoke Config & 12 Firewall rule changes per annum	N/A	N/A	£10.00	£12.00
Additional Firewall changes (Bespoke Config only)	£50.00	£60.00	N/A	

Additional One off Requirements	Connection Charge	
	Ex VAT	Inc. VAT
Cat5e connection – Dual Ethernet socket and cable to 100m (90m usable) when your router needs to be located next to your PCs	£60.00	£72.00
Replacement DECT Telephone (for SmartComms only)	£59.00	£70.80

## 9. Lightstream hardware & service level

We will provide hardware to you, for you to use with the KCOM Business Lightstream service, you acknowledge that any free hardware provided shall remain the property of KC. If the service is cancelled you must allow us access to the premises to collect the hardware.

You must take reasonable care of the hardware whilst it is at the premises and, in particular, must protect it from accidental damage and theft. In addition, you must not allow anyone other than us to carry out any repairs or maintenance work on the hardware.

You will be responsible for the cost of repair or replacement hardware if it is lost or damaged as a result of accidental damage or you failing to take proper care of them. However, we will be responsible for any problems you experience with the use of the hardware that can be attributed to any defects with the materials or manufacture. We will repair or replace any defective items free of charge within the initial 12 months with a new or as new hardware of similar specification as the hardware being replaced.

You shall be entitled to replacement hardware if you experience any problems with the Hardware, during the initial 12 month period following on from the date on which we supply the Hardware to You, if such problems can be attributed to any defects with the materials or manufacture of the Hardware. Beyond the initial 12 month warranty, if the hardware fails, you will be required to re-contract to a replacement Lightstream Secure service.

Lightstream Secure includes the same repair time on the Lightstream fibre service and the SohoBlue Firewall, offering end of next business day time to repair, where fault repair working

hours are defined as occurring between 8.00am and 6.00pm Monday to Saturday except Public Holidays. Service Credit are not available on this service.

## 9. Early termination charges

Customers on a 24 or 36 month contract that terminate before the end of the contract are subject to the costs of the service for the remainder of the contract term.

## 10. Customer availability & compatible services

All services subject to availability, line test and confirmation.

All customers and end-users are subject to and must abide by our Acceptable Use Policy.

## 11. Unified threat management (UTM) includes:

Component	UTM Standard Pack	UTM Premium Pack
Advanced Firewall	Yes	Yes
Premium Content Filtering - URL Filtering	Yes	Yes
Wide Area Network (WAN) Optimisation - caching	Yes	Yes
Email Anti-Virus	Yes – CLAM AV	Yes – Sophos AV
Email Anti-Spam	Yes	Yes
Email Policy Filtering	Yes	Yes
Software & Firmware Updates	Yes	Yes
Virtual Private Network (VPN) capable -OpenVPN	Yes	Yes
Anti-Spyware	No	Yes
Browsing Anti-Virus	No	Yes
Intrusion Detection/Prevention	No	Yes