



NO LONGER AVAILABLE FOR SALE

KC Business Lightstream Air

Service description

KCOM Business Lightstream Air provides you with a superfast broadband service using 'over the air' wireless technology at your premises to a KCOM Point of Presence (POP). This can be used for resilience to a Lightstream service or used in areas where delivering Fibre is cost prohibitive. A line of site and wireless interference survey is required to establish whether Lightstream Air is suitable.

The KCOM Lightstream Air service uses licensed spectrum where possible to provide a more robust service than basic unlicensed wireless spectrum and services. We use Band C licensed spectrum which has a better range. If no clear channels are available in Band C, we would look at availability in other unlicensed bands.



Band	Low	High	Indoor/Outdoor	Max Power Level	License Requirements
A	5150MHz	5350MHz	Indoor	200mW	License Free
B	5470MHz	5725MHz	Indoor/Outdoor	1000mW (1W)	License Free
C	5725MHz	5850MHz	Outdoor (FWA)	4000mW (4W)	Licensed

Channel C having more power is ideal for longer distances. We register your devices for a licensed spectrum through the regulator OFCOM: <https://secure.ofcom.org.uk/opir/>

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 N standards. To optimize your wireless speed you will require wireless N adaptors or cards for your PC, rather than older and slower A, B and G standards. However A, B and G standards will still work.
- All customers should consider the security of their PC. KC 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.
- A minimum of two power sockets are required for the wireless equipment and the supplied router.

Engineer visit

A wireless survey is required to establish line of site from your premises to the KCOM network. We will provide you with an AM or PM appointment for a survey and installation. missed appointment charges apply for any missed installation dates [here](#)

Connection and hardware charges

Point to Internet Connection Options	Lightstream Air
	Ex VAT
Installation Charge: Bespoke*	POA
Installation Charge: Option 1* Engineer Install (2 hours) with Installation of 1x NanoBeam 5Ghz 22dBi (NBE-M5-300) includes PoE Adapter power supplies, 1x UK mains power supply (RB-290), 1x 50m Cat5e Tough Cable (TC-PRO) & Cat5e Tough Cable Connectors (Cable-making), 1x Universal Arm Bracket (UB-AM), ZyXEL/Technicolour Router Core: Backhaul connectivity via sector antenna, switch and Genexis ONT	£360 or £30pm
Installation Charge : Option 2* Engineer Install (3 hours) with Installation of 1x NanoBeam 5Ghz 25dBi (NBE-M5-400) includes PoE Adapter power supplies, 1x UK mains power supply (RB-290), 1x 50m Cat5e Tough Cable (TC-PRO) & Cat5e Tough Cable Connectors (Cable-making), 1x Universal Arm Bracket (UB-AM), ZyXEL/Technicolour Router Core: Backhaul connectivity via sector antenna, switch and Genexis ONT	£480 or £40pm
Pole Installation: (Not required where Universal Arm bracket is suitable) 1x 10ft Poles (1.5 inch Diameter 38mmx3050mm), 2x 9" Wall Bracket, 2x Pole Clamps, U Bolts for wall bracket, VMG8324 Router	£30
Pole Installation: Bespoke	POA
Additional Labour per Hour	£85.00

* Subject to survey. KCOM retains ownership of all installed Equipment.

Additional Connection Charges	Lightstream Air
	Ex VAT
Survey	POA
Mobile Elevated Work Platform (MEWP) – Cherry Picker	£300
Replacement NBE-M5-300 – NanoBeam 5GHz 22dBi & engineer re-install	£250
Replacement Router including engineer re-Install	£125

Poles		
Steel Pole 6ft - 1.25 inch Diameter 32mmx1830mm		£5
Steel Pole 10ft - 1.25 inch Diameter 32mmx3050mm		£8
Steel Pole 10ft - 1.5 inch Diameter 38mmx3050mm		£10
Steel Pole 12ft - 2inch Diameter		£15
Steel Pole 16ft - 2inch Diameter		£22
T&K Bracket	18inch wall bracket	£12
Wall Bracket	9inch x 9inch	£5
Wall Bracket	12inch x 12inch	£8
U Bolts	For Wall Bracket 1.25 or 1.5 inch poles	£1
Pole Clamp	2inch Pole Clamp	£3
Steel Wire & Grip	Catenary Wire (Fall arrest for large poles/radios) 50m	£17
Telescopic Pole and Brackets		POA



Option 1: Nanostation



Option 2: NanoBeam



Option3: Rocket M5 & Dish

Hardware

As part of our installation charges, we will provide hardware to you, for you to use with the KCOM Business Lightstream Air service. This 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.



Beyond the initial 12 month warranty you will be required to purchase replacement hardware.

If you purchase Hardware to use with the Service from Us or are required to purchase replacement Hardware after the initial 12 months service, the ownership of the hardware shall be yours once you have paid for the hardware in full. We will assign the benefit of any product warranties given by the manufacturer or supplier of the Hardware to You; and 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.

Monthly rental

Point to Point	Lightstream Air Office Light Unlimited	
	Ex VAT	Inc. VAT
Monthly Rental 12 month contract	£50.00	£60.00
Monthly Rental 24 month contract	£40.00	£48.00
Monthly Download Allowance	Unlimited	
Monthly Upload Allowance	Unlimited	
Download Speed	Up to 60Mbps	
Upload Speed	Up to 10Mbps	

Point to Internet	Lightstream Air Office Light Unlimited	
	Ex VAT	Inc. VAT
Monthly Rental - 12 month contract	£50.00	£60.00
Monthly Rental - 24 month contract	£40.00	£48.00
Monthly Download Allowance	Unlimited	
Monthly Upload Allowance	Unlimited	
Download Speed	Up to 60Mbps	
Upload Speed	Up to 10Mbps	
Peak Time Contention	40%	
IP Address	Single or Multiple IP addresses up to /29 *	
Email	20 POP mailboxes, each with 10 email aliases and 250MB storage	



Basic Webspace	50MB basic webspace
Webspace	100MB business webspace
Included Services	Email anti-spam and anti-virus protection (including end-user controls) Free .co.uk domain

* Multiple static IP addresses are subject to RIPE approval and require a no-NAT configuration.

Service levels

Service	Lightstream Air Office Light (Inc. Unlimited)	Lightstream Air Office Pro (Inc. Unlimited)
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	
Service Level Agreement the KC Business Promise	Repair time: 2 Working Days * 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	
Managed Service	No	
Lead Time	10 days	

* Subject to wall and roof access availability without the use of a Mobile Elevated Work Platform (MEWP / Cherry Picker). Best endeavors will apply where a MEWP and access is required. Repair SLAs excludes network outages or faults that require on-going monitoring. Working days are Monday-Friday and exclude Bank and Public Holidays.

Other charges

Service		Connection Charge		Monthly Rental	
		Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Reconnection fee when moving premises		Same As Connection charge		N/A	
Domain Name transfer / registration (including web and email forwarding)	.co.uk and .com	N/A		£5.00	£6.00
	.co.uk	N/A		£2.00	£2.40
	All other domains (.net, .org etc.)	N/A		POA	POA
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	

Early termination charges

Customers on a 12 or 24 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.

Customer availability & compatible services

KCOM Business Lightstream Air services are only available to business customers with a telephone line at the premises where this service is to be installed. Customers who can purchase KCOM Business Lightstream Air can contract for any telephone service including Analogue, Centrex, ISDN2/2e, ISDN30/30e, or SmartComms telephone services. KCOM Business Lightstream Air prices apply to your high-speed Internet rental only, normal line rental and call charges apply to any telephony services you receive from KCOM over your telephone line.

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.