

## KC Managed Lightstream

### Service description

KCOM Business Lightstream provides you with a superfast broadband service using Fibre optics nearer to your premises to deliver faster broadband services than copper based ADSL services. The service can be deployed by KCOM in two methods depending on where you live and KCOM's roll-out programme. This will either be a Fibre installation directly to your premises (Fibre to the Premises – FTTP) or you may be provided service using Fibre to a nearby street cabinet (Fibre to the Cabinet - FTTC, also known as Fibre to the Kerb - FTTK or Very High Speed Digital Subscriber Line - VDSL).

The maximum download and upload speeds capable from these services is detailed in the table below. These services do not include a telephone line rental or call charges, which must be taken in conjunction with these services. See end of document for a KCOM Business Lightstream bundles.

### Customer Requirements

- A new or existing KCOM telephone line rental is required at the address of the KCOM Business Lightstream service.
- 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. 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 customers will require two power sockets are required for the Optical Network Terminal (ONT) and the supplied router. FTTC customers will require a single power socket for the FTTC router and a FTTC micro filter supplied. See installation options below.

### Engineer visit

We will provide you with an AM or PM appointment. Managed customers will require two on-site engineer visits and we will try and co-ordinate these on the same working day. Missed Appointment charges apply for any missed installation dates [here](#)

## Connection & hardware charges

Service	Lightstream Managed Light		Lightstream Managed Pro	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Connection 10 metres (Upfront) - ONT and router located together within 8 metres usable of fibre entrance	£84.00	£100.80	£84.00	£100.80
Connection by Instalments (12 months)	£7.00pm	£8.40pm	£7.00pm	£8.40pm
Connection 30 metres (Upfront) - ONT and router located together within 28 metres usable of fibre entrance	£96.00	£115.20	£96.00	£115.20
Connection by Instalments (12 months)	£8.00pm	£9.60pm	£8.00pm	£9.60pm
Connection 50 metres (Upfront) - ONT and router are located together within 48 metres usable of fibre entrance	£120.00	£144.00	£120.00	£144.00
Connection by Instalments (12 months)	£10.00pm	£12.00pm	£10.00pm	£12.00pm

Service	Lightstream Managed Light		Lightstream Managed Pro	
	Ex VAT	Inc. VAT	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 PC's	£60.00	£72.00	£60.00	£72.00
Cat5e Connection per month (Paid over initial 12 months)	£5.00pm	£6.00pm	£5.00pm	£6.00pm
Hardware Included	Cisco Router (managed)			

## Replacement hardware charges

Service	Lightstream Managed Light		Lightstream Managed Pro	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Replacement Hardware including postal delivery (VDSL)	NA	NA	NA	NA
Replacement Hardware including postal delivery (FTTP)	NA	NA	NA	NA
Router Manufacturer	Cisco		Cisco	
Replacement Hardware FTTP including engineer re-Install	£240.00	£288.00	£240.00	£288.00

## Hardware

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 KCOM. If the service is cancelled you must allow us access to the premises to collect the hardware, if required.

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, excluding the KCOM Business Lightstream Managed service which we provide with a lifetime warranty on a suitable router.

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 – Usage tariffs

Service		Lightstream Managed Light		Lightstream Managed Pro	
		Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Suitable for		Businesses who require the reassurance of a managed service, high service levels and speedy repair		Businesses who require high upstream with the reassurance of a managed service, high service levels and speedy repair	
Monthly Rental 12 month contract		£100.00	£120.00	£140.00	£168.00
Monthly Rental 24 month contract		£85.00	£102.00	£120.00	£144.00
Monthly Download Allowance		600GB		750GB	
Monthly Upload Allowance		Unlimited			
Additional Usage Charges		£0.40 per GB	£0.48 per GB	£0.40 per GB	£0.48 per GB
Download Speed	FTTP	100Mbps		100Mbps	
	FTTC	Up to 80Mbps			
Upload Speed	FTTP	20Mbps		30Mbps	
	FTTC	Up to 20Mbps			
Peak Contention		20%		20%	
IP Address		Multiple IP addresses up to /29			
Email		20 POP mailboxes, each with 10 email aliases and 250MB storage			
Basic Webspace		50MB basic webspace		50MB basic webspace	
Business Webspace		1GB business webspace		1GB business webspace	
Included Services		Email anti-spam and anti-virus protection. Free .co.uk domain			

## Monthly rental – Unlimited tariffs

Service	Lightstream Managed Light Unlimited		Lightstream Managed Pro Unlimited	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Suitable for	Businesses who require high usage and the reassurance of a managed service, high service levels and speedy repair		Businesses who require high usage, high upstream and the reassurance of a managed service, high service levels and speedy repair	
Monthly Rental 12 month contract	£110.00	£132.00	£150.00	£180.00
Monthly Rental 24 month contract	£95.00	£114.00	£130.00	£156.00
Monthly Download Allowance	Unlimited			
Monthly Upload Allowance	Unlimited			
Download Speed	FTTP	100Mbps	100Mbps	
	FTTC	Up to 80Mbps	NA	
Upload Speed	FTTP	20Mbps	30Mbps	
	FTTC	Up to 20Mbps	NA	
Peak Time Contention	20%		20%	
IP Address	Multiple IP addresses up to /29			
Email	20 POP mailboxes, each with 10 email aliases and 250MB storage			
Basic Webspace	50MB basic webspace		50MB basic webspace	
Business Webspace	1GB business webspace		1GB business webspace	
Included Services	Email anti-spam and anti-virus protection (including end-user controls) Free .co.uk domain			

## Monthly rental – Profiles for firewalls

The managed services can be provisioned and terminated on a KCOM managed firewall rather than a Cisco Router. The following profiles and charges apply which exclude the firewall purchases or Safestart firewall rentals.

Service	Lightstream Managed Light Firewall		Lightstream Managed Pro Firewall		Lightstream Managed Light Firewall Unlimited		Lightstream Managed Pro Firewall Unlimited	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Monthly Rental 12 month	£100.00	£120.00	£140.00	£168.00	£110.00	£132.00	£150.00	£180.00
Monthly Rental 24 month	£85.00	£102.00	£120.00	£144.00	£95.00	£114.00	£130.00	£156.00
Monthly Download Allowance	600GB		750GB		Unlimited		Unlimited	
Additional usage charges per GB	£0.40	£0.48	£0.40	£0.48	N/A		N/A	
Download Speed (FTTP)	100Mbps		100Mbps		100Mbps		100Mbps	
Upload Speed (FTTP)	20Mbps		30Mbps		20Mbps		30Mbps	
Peak Time Contention	20%							
IP Address 2	Single or Multiple IP addresses (/29 or /30)							
Email	20 POP mailboxes, each with 10 email aliases and 250MB storage							
Basic Webpace	50MB basic webpace							
Business Webpace	1GB business webpace							
Included Services	Email anti-spam and anti-virus protection (including end-user controls) Free .co.uk domain							
Lightstream with Local & Mobile calls	Voice Bundle: Lightstream, analogue line, local calls and 120 minutes to mobiles SmartComms Bundle: Lightstream, SmartComms One, local calls and 120 minutes to mobile							

## Monthly rental – Profiles for FlexUp

The following services have the ability to flex the upstream speed to 100Mbps between Midnight-8am, 7 days per week.

Service	Lightstream Managed Light Unlimited FlexUp		Lightstream Managed Pro Unlimited FlexUp		Lightstream Managed Light Firewall Unlimited FlexUp		Lightstream Managed Pro Firewall Unlimited FlexUp	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Monthly Rental 12 month	£130.00	£156.00	£170.00	£204.00	£130.00	£156.00	£170.00	£204.00
Monthly Rental 24 month	£115.00	£138.00	£150.00	£180.00	£115.00	£138.00	£150.00	£180.00
Monthly Download Allowance	Unlimited		Unlimited		Unlimited		Unlimited	
Monthly Upload Allowance	Unlimited		Unlimited		Unlimited		Unlimited	
Download Speed (FTTP)	100Mbps		100Mbps		100Mbps		100Mbps	
Upload Speed (FTTP)	20Mbps		30Mbps		20Mbps		30Mbps	
FlexUp	Upstream speed is increased to 100Mbps between Midnight-8am, 7 days per week. Ideal for site to site backup services							
Peak Time Contention	20%							
IP Address 2	Single or Multiple IP addresses (/29 or /30)							
Email	20 POP mailboxes, each with 10 email aliases and 250MB storage							
Basic Webpace	50MB basic webpace							
Business Webpace	1GB business webpace							
Included Services	Email anti-spam and anti-virus protection (including end-user controls) Free .co.uk domain							

## Service levels

Service	Lightstream Homeworker 50 (Inc. Unlimited)	Lightstream Office Light (Inc. Unlimited)	Lightstream Office Pro (Inc. Unlimited)	Lightstream Managed Light (Inc. Unlimited)	Lightstream Managed 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			UK-based 0800 (Freephone) 24 x 7 online and telephone fault logging, with priority fix, Fully managed by the KC Network Support team, including daily monitoring and diagnostics, and remote fixes	
Service Level Agreement the KC 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			Repair time: Same day fix 90% of calls answered in <30 sec 95% of emails replied to within 1 working day 85% of issues fixed at first point of contact	
Managed Service	No			Yes – the KC provided Cisco router includes remote monitoring and alarms are set-up to monitor availability and minimise downtime. Also includes lifetime free Replacement router	
Lead Time	10 days			10 days*	
Required Service	Residential or business telephone service	Business telephone service required			

\* Subject to router availability

### Notes:

Our FTTP service requires a KCOM telephone line service to be situated at the premises. This can be an Analogue, ISDN, Centrex or SmartComms telephone line. Our FTTC service requires a KCOM analogue telephone line service.

Homeworker can be billed to business with free summary billing.

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

Managed Light and Managed Pro customers receive a lifetime replacement router available whilst the customer remains a Business Lightstream Managed customer.



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.

Same day fix on Managed services apply for faults reported before 1200 Monday to Friday and exclude Bank and Public Holidays.

## Additional Benefits for Managed services

- Hassle free router configuration and installation by our qualified engineers
- Speedy repair times to keep your business up and running
- Lifetime warranty ensuring a swift router swap-out service
- Multiple static IP addresses included in the price subject to RIPE approval
- Free 0800 Helpdesk support included

## Other charges

Service	Connection Charge		Monthly Rental	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Reconnection fee when moving premises (Managed only)	£55.00	£66.00	N/A	
Downgrade of service in contract	£180.00	£216.00	N/A	
Domain Name transfer / registration (including web and email forwarding)	.co.uk and .com		£5.00	£6.00
	.co.uk		£2.00	£2.40
	all other domains (.net, .org etc.)		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	
Replacement FTTC router (non-managed)	£75.00	£90.00	N/A	
Replacement FTTP router (non-managed)	£75.00	£90.00	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 services are only available to business customers with a telephone line at the premises where this service is to be installed. VDSL customers must take a standard KCOM telephone line. Customers who can purchase KCOM Business Lightstream over Fibre to the Premises (FTTP) can contract for any telephone service including Analogue, Centrex, ISDN2/2e, ISDN30/30e, or SmartComms telephone services. KCOM Business Lightstream prices apply to your high-speed Internet rental only, normal line rental and call charges apply to any telephony services you receive from KC over your telephone line.

KCOM Business Lightstream over VDSL is not suitable for connection on ISDN2/2e, ISDN30/30e or Business Superway lines. Customers with ISDN2/2e or Business Superway will have to have their lines ceased and converted to normal phone lines. ISDN30/30e customers will also need an additional analogue line in order to receive the service.

KCOM Business Lightstream over VDSL on a fax line is not recommended. Fax users should note that Group 3, 2 or 1 fax machines may not function correctly due to frequency crossover problems. Therefore an additional analogue (telephone) line should be ordered when you still intend to use a fax machine.

KCOM Business Lightstream over VDSL may interfere with caller display equipment. To check whether your caller display unit or telephone is compatible with broadband, please refer to the manufacturer or supplier.

KCOM Business Lightstream over VDSL may interfere with alarm systems. Most alarm systems will operate as normal, but some which use 'out of band' (greater than 4kHz) signaling will be incompatible. To check whether your alarm system is compatible, please refer to your alarm system manual or provider.

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.