KCOM Broadband Plus

Service description

KCOM Broadband Plus gives you the maximum speed possible on your line, which is up to a maximum of 24Mbps downstream and 1Mbps upstream.

Service	Teleworker Plus		Bronze Plus		Silver Plus		Gold Plus		Platinum Plus	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Activation Fee	£50.00	£60.00	£50.00	£60.60	£50.00	£60.60	£50.00	£60.00	£50.00	£60.00
Included Router	Technicolor TG589vac (£5.41 Ex VAT Delivery Charge)						Cisco 867 VAE			
Monthly Rental (12 month contract)	£20.00	£24.00	£25.00	£30.00	£50.00	£60.00	£75.00	£90.00	£100.00	£120.00
Monthly Download Allowance	20GB		50GB		Unlimited					
Monthly Upload Allowance	Unlimited									
Additional Usage Charge	£0.85 ex VAT for every GB or part thereof				N/A					
Downstream Speed	Up To 24Mbps									
Upstream Speed	Up To 1Mbps									
IP Addresses	Dynamic or /32		Dynamic or multiple static IP addresses available free[2]				Multiple static IP addresses available free[2]			
Email	5 POP mailboxes, each with 10 email aliases and 250MB storage[8]		SMTP feed or 5 POP mailboxes, each with 10 email aliases & 250MB storage*							

Included Services	Email anti-spam & anti-virus protection (including end user controls)		Email anti-spam & anti-virus Protection (including end user controls). Free .co.uk domain	Email anti-spam & anti-virus protection (including end user controls – POP only). Free .co.uk & .com domain	
Managed Service	No			Yes - includes remote monitoring and fixing and lifetime free replacement router[3]	
Service Level Agreement – The KC Business Promise	Repair time: As Head Office, or 2 working days[4] 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[4]	Repair time: 2 working days[4] 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[4]	Repair time: 1 working day[4] 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[4]	Repair time: 1 working day[4] 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[4]	Repair time: Same day fix[4 6] 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[4]
Technical Support	UK-based 0845 (local rate) 24 x 7 online fault logging Contact hours – Mon to Fri: 0800 to 2100 Saturday: 0900 to 1700 Sundays and Bank Holidays[7]: 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 - minimising disruption to your business	
Basic Web Space	50MB basic webspace	50MB basic webspace	50MB basic webspace	50MB basic webspace	50MB basic webspace
Business Web Space	N/A	100MB (subject to purchase of domain name separately)	250MB	500MB	1GB

Lead Time	5-10 Working Days		Up To 10 Working Days
Line Type Required	Residential[1] or Business Line	Business Line	

[1] Consolidated billing to head office

[2] Multiple static IP addresses are subject to RIPE approval (for all services) and require a no-NAT configuration with Bronze or Silver. Customers requiring a NAT scenario will need to discuss with their IT Support team, or upgrade to a KCOM Broadband Managed service (Gold or Platinum) IP ranges available are /32 /30 /29

[3] lifetime replacement router available whilst the customer remains a Gold or Platinum customer

[4] excluding network outages, telephony faults, or faults that require ongoing monitoring; working days are Monday-Friday and exclude Bank Holidays

[5] New KC Broadband customers only. All-inclusive hardware is subject to a £5.41 ex. VAT delivery charge.

[6] Same day fix for faults reported before 1200 Monday to Friday

[7] Excluding Christmas Day, Boxing Day and New Year's Day

[8] Maximum mail size that can be sent and received is 50MB

Customer requirements

- A new or existing KCOM telephone line is required to deliver the ADSL
- Gold and Platinum services require a Network Address Translation (NAT) device, a suitable firewall or a KCOM supplied Internet Server Appliance is required
- Ethernet LAN running TCP/IP (100 BASE T minimum). For LAN connections customer to supply PC Ethernet cards.
- 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.

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Other charges

Service		Connection Charge		Monthly Rental	
		Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Customers can pay an additional £40.00 to take a monthly rolling contract (30 days' notice required upon termination)		£40.00	£48.00	N/A	
Reconnection fee when moving premises (teleworker, Bronze & Silver have no site visit)		£40.00	£48.00	N/A	
Reconnection fee when moving premises (Gold & Platinum only)		£55.32	£63.62	N/A	
Downgrade of service		£180.00	£207.00	N/A	
Domain name transfer/registration (including web and email forwarding)	.co.uk & .com	N/A		£5.00	£5.75
	.co.uk	N/A		£2.00	£2.30
	All other domains (.net, .org etc.)	N/A		POA	
Replacement Hardware	Technicolor TG589vac	£82.50	£99.00	N/A	
ADSL Micro-filter	Per Micro-filter	£2.49	£2.89	N/A	
Hardware Delivery Fee	Applies to all inclusive hardware	£5.41	£6.49	N/A	

Additional benefits for Gold & Platinum 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
- 5 static IP addresses included in the price
- Free Helpdesk support included

Conditions

Customers on a 12-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 Broadband Plus is only available to business customers on a standard KCOM telephone line. KCOM Broadband Plus prices apply to your high-speed Internet usage only, normal line rental and call charges apply to any telephony services you receive from KCOM over your telephone line.

KCOM Broadband Plus 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 for KCOM Broadband Max. ISDN30/30e customers will also need an additional analogue line in order to receive the service.

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.

Some Caller Display equipment may interfere with the broadband signal (Caller Display BT CD50 and Caller Display BT CD1500 are known incompatibilities). To check whether your caller display unit or telephone is compatible with broadband, please refer to the manufacturer or supplier.

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KCOM recommends that alarm systems are not installed on broadband lines. Most alarm systems will operate as normal, but some which use 'out of band' (greater than 4kHz) signalling 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 users of the service are subject to and must abide by our Acceptable Use Policy.