

Regional Business Internet Special Offers

KCOM COVID-19 Care Home Offer

Offer: Care Homes special offer within Hull area on Business Lightstream Basic Unlimited and Business Lightstream Ultra Services only
Offer valid from: 15th June 2020
Offer expires: 1st October 2020

This is a time limited Offer for the period we expect COVID-19 issues to persist. However, KCOM reserves the right to change the Offer Period in line with Government COVID-19 guidelines, at any time. Please see table below for Offer details. Please note, all services and charges will be reverted back to standard charges and services associated with billing Business Lightstream package (either Business Lightstream Basic Unlimited or Business Lightstream Ultra) For further details, please [see here](#):

Service	Business Lightstream Basic Unlimited	During Offer Period	Business Lightstream Ultra	During Offer Period
Speed (down/up)	75Mbps/20Mbps	400Mbps/200Mbps	400Mbps/200Mbps	750Mbps/375Mbps
Monthly Rental ¹	£55.00 ex. VAT	£55.00 ex. VAT	£65.00 ex. VAT	£65.00 ex. VAT
Connection Charge ²	£50.00 ex. VAT	£0.00	£50.00 ex. VAT	£0.00
Same Day Fix – 7 Days per week – Monthly Rental ^{3 4 5}	£50.00 ex. VAT	£0.00	£50.00 ex. VAT	£0.00
Tech Support Hours ⁶	Contact hours – Mon to Fri 0700 to 2200 Saturday 0700 to 1800 Sundays and Bank Holidays 1000 to 1800	Contact hours - 24/7 through dedicated COVID-19 phone line	Contact hours – Mon to Fri 0700 to 2200 Saturday 0700 to 1800 Sundays and Bank Holidays 1000 to 1800	Contact hours - 24/7 through dedicated COVID-19 phone line

¹ Monthly rental includes Call voice bolt on. Please see details [here](#). If you already have a Business line with us, this can be discussed with your account manager.

² The Business Lightstream service will be installed under the prioritised work for COVID-19. Where there are wayleave or other access issues our standard lead times do not apply. While we will prioritise provision of fibre services to Care Homes, third party access issues can take time to resolve and this may result in delays to service provision.

³ Excluding network outages, telephony faults or faults that require ongoing monitoring.

⁴ Same day fix for faults reported before 12:00 (12 00 hrs).

⁵ This service will be end on 1st October 2020 unless stated otherwise by You.

⁶ You will be provided with a dedicated COVID-19 tech support line at the point of sale. After 1st October 2020, normal Tech Support hours contact applies.

Terms and Conditions:

- This Offer only applies to care homes, which are defined by the NHS as comprising two main types of care home: (i) residential homes; and (ii) nursing homes. As the NHS notes, some care homes offer both residential and nursing care places. Care homes may be run by private companies, voluntary or charity organisations, or sometimes by local councils. Further details can be found at: <https://www.nhs.uk/conditions/social-care-and-support-guide/careservices-equipment-and-care-homes/care-homes/>
- This Offer is only available to those care homes which are included in the NHS' list of qualifying care homes.
- If You are not currently receiving a Business Lightstream service, and wish to benefit from this Offer, any Order placed will be subject to a new Initial Term of 12 months. KCOM Commercial in Confidence
- If You are not currently receiving a 75Mbps or 400Mbps qualifying Business Lightstream service and You wish to benefit from this Offer, You will be required to place a new Order and this Order will be subject to a new Initial Term of 12 months or 24 months.
- If You are currently receiving a 75Mbps or 400Mbps qualifying Business Lightstream service, and such Customer wishes to benefit from this Offer, any Order placed will not be subject to a new Initial Term of 12 months or 24 months.
- The Business Lightstream service will revert back to the Standard Speed as referenced above on 1 October 2020 or such other date as communicated by Us to You.
- No connection fee will be payable during the Offer Period.
- No Monthly Rental Charge shall be payable for Our Same Day Fix 7 Days per Week SLA during the Offer Period.
- Offer subject to status and the terms of KCOM Business Lightstream found [here](#).
- Subject to fibre network availability.
- Not valid with any other KCOM offer.
- The Offer is administered by KCOM Group Limited, 37 Carr Lane, Hull HU1 3RE and these terms are governed by the laws of England and subject to the exclusive jurisdiction of the English courts.

KCOM Enhanced SLA Bolt-on Discount

Offer: 50% off an Enhanced SLA Bolt-on when purchased with the Lightstream Monitored Bolt-on
 Offer Valid from: 22nd July 2019
 Offer expires: Ongoing

Offer details:

	Description	Offer details	Retail Price	Offer Price
Enhanced SLA 1	Same working day fix if reported before 12pm ¹	50% off when purchased with a Lightstream service & Lightstream monitored Bolt-on	£30	£15
Enhanced SLA 2	Same day fix if reported before 12pm ¹	50% off when purchased with a Lightstream service & Lightstream monitored Bolt-on	£50	£25

¹ Next Day Repair excludes network outages or faults that require on-going monitored. Working days are Monday – Friday and exclude Bank and Public Holidays

For more information on Lightstream services please see [here](#).

For more information on Lightstream Bolt-on's please see [here](#).

KCOM Backup Offer

KC Backup 1 User (50GB) Free for 3 months

All customers can take advantage of 3 months free KC Backup 1 User (50GB) when contracting to a 12-month contract. After the initial 3-months the charge is £5.00 exc. VAT per month.

Re-contract offer: KC Backup 1 User (50GB) Free for 6 months

Customers that re-contract for voice and broadband or take a KC Package for 12 or 24 months, can take advantage of 6 months free KC Backup 1 User (50GB). After the initial 6 months the charge is £5.00 exc. VAT per month.

Re-contract Offer: KC Backup 1 User (5GB) Free

Customers that re-contract for voice and broadband or take a KC Package for 12 or 24 months, can take advantage of KC Backup 1 User (5GB) free.



KC Backup 5GB Free for KC Business Lightstream Customers

Until further notice, any KC Business Lightstream customer can take advantage of backing up their business data up to 5GB for free. This provides a PC or Mac licence for one machine. This is an ideal way for business Lightstream customers to utilise the faster upstream connection that Lightstream provides. Further product information and other KC Backup tariffs for more storage and users are available here:

<http://sharepoint.kcom.com/sites/NOX/Shared Documents/P06-S49 KC Backup.docx>

No longer available

KCOM Business Lightstream Gigabit Voucher Scheme 2019

Offer: DCMS Voucher scheme connect and rental offers - £2500 voucher
Offer Valid from: 1st April 2019
Offer expires: 14th May 2020

Offer details:

Connection charges

Voucher Scheme Non-Roll-Out Area	Business Lightstream Ultra	Business Lightstream Hyper	Business Lightstream Giga
	Ex VAT		
Non-Roll-out Connection Existing or Non-Existing Duct, New Lightstream Inc. Wireless Access Point with up to 50m install from router*	£2500.00		

* Subject to Excess Construction Charges

Monthly Rental

Rentals per month: Non-Roll-Out Area (£2500 vouchers)	Business Lightstream Ultra	Business Lightstream Hyper	Business Lightstream Giga
	Ex VAT		
24-month contract	£45.00	£65.00	£99.00