

Landlord Plus

Service description

KCOM Landlord Plus is a product allowing landlords (including student accommodation agencies) to resell inclusive broadband services to the tenants in their houses.

As the customer is authorised to resell the Landlord Plus service, the additional terms relating to the resale of products set out in the Business Conditions of Service apply to this product.

This product is intended to support normal residential use by end users; commercial use by end users is not permitted.

Broadband Description

The service has the following features:

Maximum speed downstream	24Mbps
Maximum speed upstream	1Mbps
IP Address	Dynamic
Inclusive Technical Support	Yes - to landlord only
Webspace	None
Email addresses	None
Fair Usage Policy Applies	Yes - 100GB per month_*

* During peak hours only, 6pm to midnight

Service availability is subject to survey and confirmation.

The maximum downstream and upstream line rates are dependent on a number of factors, including the following:

- distance from the property to the nearest exchange
- number of users sharing the broadband connection within the property
- quality of the internal wiring (incl. extension cables) within the property
- Correct installation of Microfilters; additional filters are available from KCOM for £3.40 Ex VAT (£4.00 Inc. VAT) each.
- number of other ADSL connections within the same cable to the exchange (therefore slower at peak times)
- Any interference caused by electrical devices within the property (e.g. Sky TV, burglar alarms, etc.)
- Hardware: Ethernet will generally give better speed than USB

Pricing

Tariffs for KCOM Landlord Plus comprise a one-off connection charge per extension, plus a monthly rental per extension.

Number of Lines	Connection Per Line	
	Ex VAT	Inc. VAT
10 - 29	£49.00	£58.80
30 - 99	£38.50	£46.20
100 - 199	£28.50	£34.20
200 - 499	£26.00	£31.20
500 - 999	£26.00	£31.20
1000 - 2499	£26.00	£31.20

Number of Lines	Monthly Rental Per Line							
	1 Year		2 year		3 Year		5 Year	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
10 - 29	£33.00	£39.60	£33.00	£39.60	£30.00	£36.00	£29.50	£35.40
30 - 99	£30.75	£36.90	£30.75	£36.90	£28.00	£33.60	£27.50	£33.00
100 - 199	£29.50	£35.40	£29.50	£35.40	£26.75	£32.10	£26.25	£31.50
200 - 499	£28.50	£34.20	£28.50	£34.20	£25.75	£30.90	£25.25	£30.30
500 - 999	£26.75	£32.10	£26.75	£32.10	£24.25	£29.10	£23.75	£28.50
1000 - 2499	£25.50	£30.60	£23.50	£28.20	£23.50	£28.20	£23.00	£27.60
Direct Tech Support	£2.00	£2.40	£2.00	£2.40	£2.00	£2.40	£2.00	£2.40

Notes

a) Prices do not include telephone apparatus, CPE wiring or ADSL hardware. Prices for these are available on application.

b) Customers regrading from an existing KCOM telephony or broadband product to Landlord Plus on a 1-year contract will incur an administrative charge of £10.00 Ex VAT (£12.00 Inc. VAT) per line. There is no administration charge for customers regrading to Landlord Plus on a 2, 3 or 5-year contract.

Contractual Initial Period

Contracts for Landlord Plus are available with minimum contract periods of one, two, three and five years.

Cancellation - one-year contracts

Customers who cancel within the first year will be charged for all outstanding rentals to the end of the minimum contract period.

Cancellation – two, three and five-year contracts

Customers with two, three and five year contracts who cancel within one year will be charged for all outstanding rentals to the end of the first year, plus 50% of the contract value from the end of the first year to the end of the minimum contract period.

Customers with two, three and five year contracts who cancel after the first year will be charged for all outstanding rentals to the end of the that year, plus 50% of the contract value from the end of that year to the end of the minimum contract period.

Re-Locate telephone socket

Additional costs apply if a KCOM engineer visit is required to install a new extension or move a socket, as follows:

Re-Locate Telephone Socket Price per Move	Charge	
	Ex VAT	Inc. VAT
Up to 15m	£48.00	£57.60
Over 15m	POA	POA

Note: Includes the Engineer visit charge and any work to takeover and/or convert an ordinary telephone line to a KC Landlord Plus line.

Price (per Event)

No. of Events	Charge	
	Ex VAT	Inc. VAT
1-2	£16.50	£19.80
3-10	£11.00	£13.20
11-20	£5.50	£6.60
21 +	£2.25	£2.70

Fix Times

Broadband: 72 hours / 3 days.

If a fault with the service occurs, the customers should try to resolve the faults by rebooting any affected servers or PCs before raising a fault with the KCOM helpdesk.

KCOM reserves the right to raise additional charges if faults are reported to the help desk which, upon investigation, are shown to be faults the customer could have resolved by re-booting the affected servers or PCs.

The customer shall be responsible for ensuring that there is a recognized process by which end users can contact the customer about faults or services issues. KCOM's helpdesk will only liaise with the customer in relation to faults or service issues; and not the customer's end users. The customer will then have sole responsibility for any onward communication with its end users.

Telephony: 10 working hours (working hours are between 8.00am and 6.00pm, Monday to Saturday, except Public Holidays)

Telephony: Landlord Plus customers may opt for a target 5 clock hour fix by subscribing to **BusinessCare Plus**, for an additional charge. BusinessCare Plus operates 24 hours per day, 7 days per week including Public Holidays.

Billing options

At no additional charge the following options are available to Landlord Max customers:

- Monthly or quarterly billing
- Summary billing available

*Applies Per Number

Call Statistics	Connection		Monthly Rental Per Site	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Option 1	£315.00	£378.00	£27.00	£32.40

Option 1 is available to customer sites that have a compatible call management (logging) system.

Additional Charge

	Set-Up Charge	
	Ex VAT	Inc. VAT
Line Restore / Removal Of TOS	£20.00	£24.00