

Etherline Internet Backup

Service description

Etherline Internet Back-Up is a supplementary service to Etherline Internet aimed at organisations which require additional resilience levels for data critical applications. The service provides a high-speed, dedicated and permanently open Internet connection via a separate SDH tail circuit between your premises and the KCOM Internet network. Etherline Internet Back-Up is ONLY available as an addition to Etherline Internet, and must be used from the same originating site as Etherline Internet.

Etherline Internet Back-Up is only to be used in event of disaster and if shown to be being abused through constant usage the service can be withdrawn.

The circuit fault repair is included in the tariff; this is called BusinessCare Plus and operates 24 hours per day, 7 days per week including Bank and Public holidays.

Customer requirements

Ethernet LAN running TCP/IP (IEEE 802.3)

Local SMTP E-mail server or a KC Internet Appliance

You are responsible for the configuration of your local network to utilize the network connection for all Internet services. The minimum security requirement is a Hardware based Firewall or a KCOM supplied Firewall.

Charging structure

Charges for the Service consist of an annual rental charge, as follows:

	Annual Rental							
	1 Year		2 Year		3 Year		5 Year	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
1Mbps	£9,410.00	£11,292.00	£8,460.00	£10,152.00	£7,992.00	£9,590.40	£7,521.00	£9,025.20

Customers on one-year contracts will be charged the full Rental Charge if they cease a circuit within 12 months of the Operational Service Date. Customers ceasing long-term contracts before completion will be charged the Rental difference between the committed contract term and the actual contract length Rental fee. An additional charge of 30% of the next 12 months rentals will also be charged or the rentals due to the contract end date, whichever is the lower.

Lead times

The standard lead-time for delivery of the Service access is 40 Working Days, subject to survey and a suitable agreed roll-out plan. The installation date will be the Contractual Delivery Date (CDD) unless a later date has been specified in writing before commencement of installation.

Cancellation charges

Customers should note that once delivered private circuits have a standard one year minimum term for which rental will be due. The cancellation charge scale applies to circuits normally provided within 40 working days.

The full cost of any additional work (for example, duct) that is separately identified by KCOM for the Customer's order by the time of the cancellation, will be recovered in addition to the cancellation charge.

The customer must give the cancellation notice in writing.

Should a customer request amendments to the CDD and subsequently cancel the order, the cancellation charge will be calculated on the days between the dates that the customer notified KCOM of the first amendment and the original CDD.

Restrictions

The contracting party only can use Etherline Internet Back-Up and it cannot be sublet to other organizations. All prices subject to survey for exchanges within the original KCOM licensed area. Services are provided on a protected but non-resilient basis.