

Business Lightstream Trial

Service Description

The following trial is for Business Lightstream to provide you with a symmetrical superfast broadband service using fibre optics nearer to your premises to deliver faster broadband services than copper based ADSL services.

Trial businesses must providing feedback to KCOM around the technical aspects of the trial. At the end of the 12 month trial, trial businesses will be required to migrate to a full commercial service.

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.

Customer Requirements

- A new or existing KCOM telephone line rental is required at the address of the Business Lightstream service.
- Ethernet LAN running TCP/IP (10 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 optimise 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 microfilter 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 and hardware charges

| Service | Business Lightstream office 100 unlimited | |
|--|--|----------|
| | Exc. VAT | Inc. VAT |
| Connection 30 metres (upfront) - ONT and router located together within 28 metres usable of fibre entrance | £96.00 | £115.20 |
| Connection per month (paid over initial 12 months) - 30 meters | £8.00pm | £9.60pm |
| Hardware included | Wireless router (no-NAT and multi-static IP capable) | |

Hardware

We will provide hardware to you, for you to use with the 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 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 | | Business Lightstream office 100 unlimited | |
|-------------------------------------|------|--|----------|
| | | Exc. VAT | Inc. VAT |
| Monthly rental 12 month contract | | POA | POA |
| Monthly download allowance | | Unlimited | |
| Monthly upload allowance | | Unlimited | |
| Additional usage charges | | NA | NA |
| Download speed | FTTP | 100Mbps | |
| Upload speed | FTTP | 100Mbps | |
| IP addresses | | Single or multiple IP addresses | |
| Email | | 20 POP mailboxes, each with 10 email aliases and 250MB storage | |
| Webspace | | 100MB business webspace | |
| Included services | | Email anti-spam and anti-virus protection. Free .co.uk domain | |

Service Levels

| Service | Business Lightstream office 100 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 |
| Service level agreement the 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 |
| Managed service | No |
| Lead time | 10 days |
| Required service | Business telephone service required |

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.

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

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.

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

Business Lightstream services are only available to business customers with a telephone line at the premises where this service is to be installed. Customers who can purchase 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. 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 KCOM over your telephone line.

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.