

KC Lightstream Business Bundles - No Longer Available for New Supply

1. Service Description

KC Lightstream Business Bundles enable customers to combine their fixed voice and super-fast broadband products on to one consolidated monthly bill. One option is available to customers with the KC Lightstream Business but alternative separate Lightstream products are available [here](#).

The Business Lightstream service can be deployed by KC in two methods depending on where you live and KC's roll-out programme. This will either be a fibre installation directly to your premises (Fibre To The Premises - FTTP) or you may be provided service using Fibre to a nearby street cabinet (Fibre To The Cabinet - FTTC, also known as Fibre To The Kerb - FTTK or Very High Speed Digital Subscriber Line - VDSL). The maximum download and upload speeds capable from these services is detailed in the table below.

Customer Requirements

- A new or existing KC telephone line rental is required to bundle with the KC Lightstream Business 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. KC 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. VDSL customers will require a single power socket for the VDSL router and a VDSL microfilter supplied. See installation options below.

1. 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](#).

2. Connection and Hardware Charges

Service	Contract Length	Lightstream Business - All Bundles	
		Exc. VAT	Inc. VAT
Connection 10 metres - ONT and router are located together within 10 metres of fibre entrance		£50.00	£60.00
Connection 50 metres - ONT and router are located together within 50 metres of fibre entrance		£125.00	£150.00
Cat5e Connection - Single Ethernet socket and cable to 100m when your router needs to be located next to your computers (in addition to above connection charge)		£50.00	£60.00
Cat5e Connection x2 - Double Ethernet socket and cable to 100m when your router needs to be located next to your computers (in addition to of above connections charges)		£70.00	£84.00
Hardware - Wireless router (no-NAT and multi-static IP capable)	12 months	£0.00*	£0.00*

Monthly Rental & Service Features

Service		<i>Local and Mobile calls bundles</i>					
		Lightstream Business Office Bundle		Lightstream Business Network Bundle		Lightstream Business Managed Bundle	
		Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT
Monthly Rental - 12 month contract		£60.00	£72.00	£80.00	£96.00	£120.00	£144.00
Monthly Rental - 24 month contract. Only available within 3 months of area activation.		£50.00	£60.00	£70.00	£84.00	£100.00	£120.00
Direct Debit Discount		-£1.00 exc. VAT					
Paperless Billing Discount ¹		-£0.50 exc. VAT					
Voice Service		Analogue Local including 2 hours of calls to UK mobiles per month					
Download Speed	FTTP	60Mbps		80Mbps		100Mbps	
	FTTC	Up to 60Mbps		Up to 80Mbps		Up to 80Mbps	
Upload Speed	FTTP	10Mbps		10Mbps		15Mbps	
	FTTC	Up to 10Mbps		Up to 10Mbps		Up to 15Mbps	
Monthly Download Allowance		150GB		400GB		600GB	
Monthly Upload Allowance		Unlimited					
Peak Time Contention		40%		30%		20%	
Additional Usage Charges (per GB or part thereof)		£1.00 per GB	£1.20 per GB	£1.00 per GB	£1.20 per GB	£0.40 per GB	£0.48 per GB
IP Address ²		Single or Multiple IP addresses					
Email		20 POP mailboxes, each with 10 email aliases and 250MB storage					
Included Services		Email anti-spam and anti-virus protection (including end-user controls) Free .co.uk domain					
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 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	
Webspace		100MB business webspace		500MB business webspace		1GB business webspace	
Service Level Agreement - the KC Business Promise		Repair time: Next 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: 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	
Lead Time		6-10 days				6 - 10 days *	

Bundle Features	
Telephone Line Rental	Business telephone service included (analogue line)
Local Calls	Inclusive 01482 local calls 24/7
Regional Calls from 01482 area customers	Inclusive regional calls from the 01482 region are free 24/7 to 014304, 014308, 01469, 01652, 01724, 019645, 019646
Fixed to Mobile Calls	120 minutes of free calls from your landline to mobile worth £11.50 pm
KC White & Colour Pages	Free single line advert in KC White Pages and KC Colour Pages
	New advertisers can save 50% off a KC Colour pages advert
	Existing & New advertisers save 50% off a karoo.co.uk advertising campaign

* Subject to router availability

1 Paper-free discount for KC Online does not apply if a summary bill is requested.

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

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

5 FTTC speeds vary and depend on distance from the street cabinet.

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

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

Monthly Rental & Service Features

Service		<i>National and Mobile calls bundles</i>					
		<i>Lightstream Business Office National Bundle</i>		<i>Lightstream Business Network National Bundle</i>		<i>Lightstream Business Managed National Bundle</i>	
		<i>Exc. VAT</i>	<i>Inc. VAT</i>	<i>Exc. VAT</i>	<i>Inc. VAT</i>	<i>Exc. VAT</i>	<i>Inc. VAT</i>
Monthly Rental - 12 month contract		£64.00	£76.80	£84.00	£100.80	£124.00	£148.80
Monthly Rental - 24 month contract. Only available within 3 months of area activation.		£54.00	£64.80	£74.00	£88.80	£104.00	£124.80
Direct Debit Discount		-£1.00 exc. VAT					
Paperless Billing Discount ¹		-£0.50 exc. VAT					
Voice Service		<i>National calls & Local calls including 2 hours of calls to UK mobiles per month</i>					
Download Speed	FTTP	60Mbps		80Mbps		100Mbps	
	FTTC	<i>Up to 60Mbps</i>		<i>Up to 80Mbps</i>		<i>Up to 80Mbps</i>	
Upload Speed	FTTP	10Mbps		10Mbps		15Mbps	
	FTTC	<i>Up to 10Mbps</i>		<i>Up to 10Mbps</i>		<i>Up to 15Mbps</i>	
Monthly Download Allowance		150GB		400GB		600GB	
Monthly Upload Allowance		Unlimited					
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IP Address ²		<i>Single or Multiple IP addresses</i>					
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National Calls	Inclusive UK national geographic calls. Includes directly dialled calls to 01, 02 & 03 numbers only. Local ISDN data calls are specifically excluded, along with calls to Chargeband: L. Subject to Fair Usage Policy. ⁸
Fixed to Mobile Calls	120 minutes of free calls from your landline to mobile worth £11.50 pm
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8 With UK National calls, the inclusive calls are not itemised on the customers account.

3. Hardware

We will provide hardware to you, for you to use with the KC Business Lightstream service, you acknowledge that any free hardware provided shall remain the property of KC. 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.

4. Purchased and Replacement Hardware

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.

5. Other Charges

Service		Connection Charge		Monthly Rental	
		Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT
Reconnection fee when moving premises (Managed only)		£55.00	£66.00	N/A	
Downgrade of service in contract		£180.00	£216.00	NA	
Domain Name transfer / registration (including web and email forwarding)	.co.uk and .com	N/A		£5.00	£6.00
	.co.uk	N/A		£2.00	£2.40
	all other domains (.net, .org etc.)	N/A		POA	
Reconnection fee: for disconnection or suspension due to non payment or abuse (i.e. copyright infringement, viruses, open proxy)		£25.00	£30.00	N/A	
Replacement FTTC router (non-managed)		£75.00	£90.00	N/A	
Replacement FTTP router (non-managed)		£75.00	£90.00	N/A	
Optional Mobile Broadband - 2GB per month*		N/A		£15.00	£18.00

*Additional usage charging on mobile data is not applicable. Access speed will be throttled.

6. Customer Availability & Compatible Services

KC Business Lightstream services are only available to business customers who contract directly with KC. The service includes a business analogue telephone service at the premises where this service is to be installed.

KC Business Lightstream over FTTC on a fax line is not recommended. 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.

KC Business Lightstream over FTTC may interfere with caller display equipment. To check whether your caller display unit or telephone is compatible with broadband, please refer to the manufacturer or supplier.

KC Business Lightstream over FTTC may interfere with alarm systems. 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 customers and end-users are subject to and must abide by our Acceptable Use Policy.

7. Service Termination & Charging

Where a customer serves notice within the initial contract period to cease their bundle and does not retain any element of that bundle, appropriate early termination charges based on the remaining duration of their contract will apply.

These will be calculated as the line rental charges related to the remaining duration of the contract - for instance, 6 months remaining = 6 x £60 = £360.

Where a customer cancels their bundle contract but retains a fixed line, early termination charges should be calculated as £40.00 x N, where N = the number of months remaining in the bundle contract.

All other associated services will also be cancelled in line with the date of the request unless a separate and new agreement is signed by the customer for the services they wish to retain. There will be no additional termination charges raised for these.

Where a customer upgrades their bundle to a stand-alone Business Lightstream service, no early termination charges for that element will apply.

8. Mobile Broadband

The minimum contract period for any mobile broadband product associated with a bundle is twenty four months. This applies from whenever the service start date is. For the avoidance of doubt, it is not associated with the contract start or end date of the bundle. Termination charges should be calculated as $N \times \text{£}15.00$, where N is the remaining number of months under the 24 month term.

9. All Bundles

Where the customer ceases their bundle but retains any of the services which are part of their original bundle, they will commence a new 12 month contract for that service

Where a bundle is outside of the initial contract period and is being fully ceased, a thirty day notice requirement will apply, after which no additional charges will be raised.