

Not Available for New Supply, Effective 16 April 2018 KC Lightstream Standalone

1. Introduction & summary

The KCOM Lightstream service offers superfast broadband. It can be bought as either a standalone product, alongside a phone service, or as part of a bundle. This document shows details of standalone Lightstream services.

2. Service description

Based on fibre optic technology, Lightstream provides superfast internet access with a more reliable connection and faster speeds than standard broadband. There are two types of fibre services that we use:

- **Fibre to the Home (FTTH):** This carries the fibre all the way into your home and speeds are not affected by distance from the network; and
- **Fibre to the Cabinet (FTTC):** Sometimes called 'VDSL' this is where fibre is connected to the nearest distribution 'cabinet' and from there to your home, using a copper line. As such the speed is affected by distance from the network, and is quoted in a similar way to standard broadband as an 'up to' speed. This technology is able to support up to 75 Mbps.

Wherever possible we use Fibre to the Home (FTTH) technology, to enable customers to enjoy the best possible superfast connection speeds.

3. Pricing

Prices detailed below are inclusive of VAT. Discounts are available for payment by Direct Debit and Online Billing, both of which provide convenience and control to our customers.

4. Contract term

The standard contract length is 18 months for KC Lightstream. Flexible contract options are available for an additional charge, and Early Termination Fees apply. Please see Service Options and Additional Charges section of this document.

5. Connection charges

| Lightstream Home | | Lightstream Home Plus | | Lightstream Home Xtra | | Lightstream Home XL | | Lightstream 350 | |
|------------------|----------|-----------------------|----------|-----------------------|----------|---------------------|----------|-----------------|----------|
| Ex VAT | Inc. VAT | Ex VAT | Inc. VAT | Ex VAT | Inc. VAT | Ex VAT | Inc. VAT | Ex VAT | Inc. VAT |
| £41.67 | £50.00 | £41.67 | £50.00 | £41.67 | £50.00 | £41.67 | £50.00 | £41.67 | £50.00 |

Connection charges are a one-off charge at the commencement of your contract. KCOM offers the facility to pay an initial connection charge in equal instalments over the first 4 monthly bills. Please ask for details.

6. Installation options

| | Service Detail | Ex VAT | Inc. VAT |
|---------------------------|---|---|----------|
| Standard Installation | Router/ONT are connected within 6M of Fibre entry point | Included in Connection Charge | |
| Premium Installation | Router/ONT are connected within 45M of Fibre entry point | £125.00 | £150.00 |
| Optional Extras | | | |
| Home Network Installation | Single Ethernet (Cat5e) socket/cable up to 100M - Ideal for when you require your router next to PC | £50.00 | £60.00 |
| | | Please note: Optional service, charged in addition to Standard or Premium installation. | |

7. Rental charges

| | | Lightstream Home | | Lightstream Home Plus | | Lightstream Home Xtra | | Lightstream Home XL | |
|---------------|-------------|------------------|----------|-----------------------|----------|-----------------------|----------|---------------------|----------|
| | | Ex VAT | Inc. VAT | Ex VAT | Inc. VAT | Ex VAT | Inc. VAT | Ex VAT | Inc. VAT |
| Cash / Cheque | Paper Bill | £28.33 | £34.00 | £32.50 | £39.00 | £35.83 | £43.00 | £41.25 | £49.50 |
| | Online Bill | £26.67 | £32.00 | £30.83 | £37.00 | £34.17 | £41.00 | £40.00 | £48.00 |
| Direct Debit | Paper Bill | £27.50 | £33.00 | £31.67 | £38.00 | £35.00 | £42.00 | £40.42 | £48.50 |
| | Online Bill | £25.83 | £31.00 | £30.00 | £36.00 | £33.33 | £40.00 | £39.17 | £47.00 |
| | | Lightstream 350 | | | | | | | |
| Cash / Cheque | Paper Bill | £84.58 | £101.50 | | | | | | |
| | Online Bill | £83.33 | £100.00 | | | | | | |
| Direct Debit | Paper Bill | £83.75 | £100.50 | | | | | | |
| | Online Bill | £82.50 | £99.00 | | | | | | |

Rental charges apply per calendar month.

8. Service detail

| | Lightstream Home | Lightstream Home Plus | Lightstream Home Xtra | Lightstream Home XL | Lightstream 350 |
|------------------------------|------------------------------|-----------------------|-----------------------|---------------------|-----------------|
| Broadband | | | | | |
| Monthly Data Allowance | 70GB | 200GB | 700GB | 1500GB | 750GB |
| Download Speed (FTTH) | 50 Mbps | 50Mbps | 75Mbps | 100Mbps | 350 Mbps |
| Upload Speed (FTTH) | 5 Mbps | 5 Mbps | 5 Mbps | 5 Mbps | 20 Mbps |
| Download Speed (FTTC) | Up to 50 Mbps | Up to 50 Mbps | Up to 75 Mbps | Up to 75 Mbps | Up to 75 Mbps |
| Upload Speed (FTTC) | Up to 5 Mbps | Up to 5 Mbps | Up to 5 Mbps | Up to 5 Mbps | Up to 20 Mbps |
| Other Features | | | | | |
| Mailboxes | 5 POP3 mailboxes per account | | | | |
| Mailbox Size | 250 MB | | | | |
| Webspace | 50MB | | | | |
| Email Anti-Virus / Anti-Spam | Yes | | | | |
| IP Addresses | 1 static IP address | | | | |
| Free Technical Support | Yes | | | | |

9. Service options

| | Service detail | Ex VAT | Inc. VAT |
|--|-------------------|---------|----------|
| Flexible contract options (one-off charge) | 12 Month Contract | £79.17 | £95.00 |
| | 6 Month Contract | £158.33 | £190.00 |

10. Equipment charges

| | Service detail | Ex VAT | Inc. VAT |
|--------------------|----------------|--------|----------|
| Lightstream Router | FTTH Router | £80.00 | £96.00 |
| | FTTC Router | £80.00 | £96.00 |

11. Other charges

| | Service detail | Ex VAT | Inc. VAT |
|------------------------------|---|--------|----------|
| Usage outside Data Allowance | Charge per GB outside data allowance | 0.83 | £1.00 |
| Downgrade Fee | Discretionary fee that may be charged for downgrading your service more than once during your contract term | £25.00 | £30.00 |
| Reconnection Fee | Discretionary fee that may be charged following disconnection or suspension due to non-payment or abuse (such as copyright infringement, viruses etc) | £25.00 | £30.00 |

12. Early termination fees

| Lightstream Home | Lightstream Home Plus | Lightstream Home Xtra | Lightstream Home XL | Lightstream 350 |
|------------------|-----------------------|-----------------------|---------------------|-----------------|
| £20.49 | £22.16 | £26.18 | £27.01 | £41.67 |

These charges will apply for each month remaining on the contract and do not attract VAT.