

Lightstream Ultrafast Bundles – Not Available for New Supply

1. Introduction & summary

The Lightstream Ultrafast service brings together your phone and ultrafast broadband, in one convenient bundle, on a single bill. This document shows details of Lightstream bundle services.

2. Service description

Based on fibre optic technology, Lightstream only provides ultrafast internet access using Fibre to the Home (FTTH) technology. This carries the fibre all the way into your home.

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 these Lightstream Bundles. Flexible contract options are available for an additional charge, and Early Termination Fees apply. Please see service options and additional charges sections of this document.

5. Connection charges

Ultrafast Xtra	Ultrafast XL	Ultrafast XL Unlimited
Inc. VAT	Inc. VAT	Inc. VAT
£50.00	£50.00	£50.00

Connection charges are a one-off charge at the commencement of your contract. There is 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	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	£150.00
Optional Extras		
		£60.00
Home Network Installation	Single Ethernet (Cat5e) socket/cable up to 100M - Ideal for when you require your router next to PC	Please note: Optional service, charged in addition to Standard or Premium installation.

7. Rental charges

		Ultrafast Xtra	Ultrafast XL	Ultrafast XL Unlimited
		Inc. VAT	Inc. VAT	Inc. VAT
Cash / Cheque	Paper Bill	£54.99	£59.99	£67.49

Prices quoted above are if you receive a paper bill and do not pay your bill by Direct Debit. If you chose not to receive a paper bill you will receive a discount of £1.50. If you pay your bill by direct debit you will receive a discount of £1

Rental charges apply per calendar month.

8. Service detail

	Ultrafast Xtra	Ultrafast XL	Ultrafast XL Unlimited
Calls			
Free Local Calls	Yes (At all times)		
Free UK Calls			
Free 084/087 Calls			
Free 197 Calls (Local Directory Enquiries)			
Free 118 288 Calls (UK Directory Enquiries)			
Free calls to UK Mobiles	180 minutes (Evenings and Weekends)		
Free Reject Withheld Numbers	Yes		
Free Caller Display			
Broadband			
Download Speed (FTTH)	250 Mbps		
Download Committed Information Rate (CIR)	250 Mbps		
Download Excess Information Rate (EIR)	250 Mbps		
Upload Speed (FTTH)	30 Mbps		
Upload Committed Information Rate (CIR)	30 Mbps		
Upload Excess Information Rate (EIR)	30 Mbps		
Monthly Data Allowance	750 GB	1500 GB	Unlimited
Other Features			
Mailboxes	5 optional POP3 mailboxes per account		
Mailbox size	250 MB		
Email Anti-Virus / Anti-Spam	Yes		
IP Addresses	1 static IP address		
Free Technical Support	Yes		

Committed Information Rate (CIR): This is the minimum bandwidth under normal conditions, at any time the bandwidth should not fall below this.

Excess Information Rate (EIR): This is a burstable bandwidth that is sometimes available under normal conditions, above the CIR

9. Call charges

Lightstream Ultrafast Xtra / XL / XL Unlimited
Bundle includes Anytime calls package
See full call details here

10. Service options

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

11. Equipment charges

	Service Detail	Inc. VAT
Lightstream Router	Premium Fibre Router	£96.00

12. Other charges

	Service Detail	Inc. VAT
Downgrade Fee	Discretionary fee that may be charged for downgrading your service more than once during your contract term	£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)	£30.00

13. Early termination fees

Ultrafast Xtra / XL / XL Unlimited
£50.00

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