



KC Lightstream Priority

Service description

KCOM customers can take advantage of the following product offer in FTTP roll-out areas when taking a 24 month contract.

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, 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 KCOM Business Lightstream service.
- Ethernet LAN running TCP/IP (100 BASE T minimum for Lightstream Priority 100 and 1000 BASE T minimum for Lightstream Priority 250 & 500). 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 optimize 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.
- Two power sockets are required for the Optical Network Terminal (ONT) and the supplied router. 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 & hardware charges

Service	Priority 250Mb	Priority 500Mb	Priority 1Gb
	Ex VAT	Ex VAT	Ex VAT
Connection – KCOM Lightstream Roll-Out Area (50m fibre & 90m usable Cat5E)	£180	£180	£180
Connection – Non KCOM Lightstream Roll-Out Area (50m fibre & 90m usable Cat5E)	POA*	POA*	POA*
Connection Upgrade (From any existing Lightstream service)	£180	£180	£180
Hardware - Router	ZyXEL/Technicolour Included		
Firewall – Checkpoint 1140	Price On Application		
Safestart Firewall	Price On Application		

* Subject to survey

Connection by Instalments (12 months) is available. However, customers applying for Superfast Britain vouchers should not take this option as they need to present the full connection charge on their initial bill to pay to claim the connection voucher.

Monthly rental & service features

Service	Priority 250Mb	Priority 500Mb	Priority 1Gb
	Ex VAT	Ex VAT	Ex VAT
Monthly Rental (24 month contract)	POA	POA	POA
Delivery	GPON or P2P	GPON or P2P	GPON or P2P
Suitable for	Businesses who require the reassurance of unlimited usage, 24x7 faults reporting, Fix by 6pm, 7 days per week, if reported before 12 noon.		
Download Speed EIR	Up to 250Mbps	Up to 500Mbps	Up to 1000Mbps
Download Speed CIR	200Mbps	400Mbps	400Mbps
Upload Speed EIR	Up to 125Mbps	Up to 250Mbps	Up to 500Mbps
Upload Speed CIR	50Mbps + FlexUp (Upstream speed increased to 100Mbps between Midnight-8am, 7 days per week)		
Monthly Download Allowance	Unlimited		
Monthly Upload Allowance	Unlimited		

IP Address ¹	Single or Multiple IP addresses
Email	20 POP mailboxes, each with 10 email aliases and 250MB storage
Included Services	Free .co.uk domain
Technical Support	FREE & 24 x 7 online fault logging with priority fix.
Basic Webspace	50MB basic webspace
Business Webspace	1GB business Webspace
Service Level Agreement – the KC Business Promise	Repair time: 5 clock hour repair, 24 x 7 ² 85% of calls answered in <30 sec 95% of emails replied to within 1 working day 75% of issues fixed at first point of contact ²
Lead Time	46 Working Days, Subject to Survey
Telephone Line Rental Required**	Business telephone service required

CIR = Committed Information Rate, EIR=Exceeded Information Rate * Subject to router availability
 ** Our FTTP service requires a telephone line service to be situated at the premises. This can be an Analogue, ISDN, Centrex or Smartcomms telephone line service. ¹ Multiple static IP addresses are subject to RIPE approval and require a no-NAT configuration. ² Excludes network outages or faults that require on-going monitoring; Repair times exclude Bank and Public Holidays.

Hardware

We will provide hardware to you, for you to use with the KCOM 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.

Purchased & replacement hardware

If you purchase Hardware to use with the Service from Us or are required to purchase replacement Hardware, 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.