

Lightstream Starter bundle – Not Available for New Supply

Introduction & summary

Lightstream Starter is a bundle to help new to KCOM customers get connected to Superfast or Ultrafast broadband where Lightstream is available, in one convenient bundle on a single bill.

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.

Pricing

Prices 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.

Contract term

The standard contract length is 18 months for this bundle. 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.

Connection charges

Lightstream Starter
Inc. VAT
£50.00

Connection charges are a one-off charge at the commencement of your contract.

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		
Home Network Installation	Single Ethernet (Cat5e) socket/cable up to 100M - Ideal for when you require your router next to PC	£60.00
		Please note: Optional service, charged in addition to Standard or Premium installation.

Rental charges

		Lightstream starter
		Inc. VAT
Non direct debit	Paper billing	£34.49
	Online billing	£32.99
Direct debit	Paper billing	£33.49
	Online billing	£31.99

Rental charges apply per calendar month.

Service detail

Lightstream Starter		
Calls		
Free local calls	Yes (At all times)	
Free UK Calls (01/02/03)		
Free 084/087 Calls		
Free 197 Calls (local directory enquiries)		
Free 118 288 Calls (UK directory enquiries)		
Free calls to UK Mobiles	180 minutes, at weekends	
Free reject withheld numbers	Yes	
Free caller display		
Broadband		
Monthly data allowance	35 GB	
Download speed	FTTC: Up to 50	FTTH: 50 Mbps
Upload speed	FTTC: Up to 10	FTTH: 10 Mbps
Other Features		
Mailboxes	5 POP3 mailboxes per account	
Mailbox size	250 MB	
Webspace	50 MB	
Email anti-virus / anti-IP addresses	Yes	
Free technical support	1 dynamic IP address	
	Yes	

Call charges

Lightstream Starter
Includes KC anytime calls package
See full call details here

Service options

Lightstream	Service Detail	Inc. VAT
Flexible Contract Options (one-off charge)	12 Month Contract	£95.00
	6 Month Contract	£190.00

Equipment charges

	Service Detail	Inc. VAT
Lightstream Router	FTTH Router	£99.00

Other charges

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

Early termination fees

Lightstream Starter
£23.33

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