

Lightstream Bundles

1. Introduction & summary

The KCOM Lightstream service brings together your phone and superfast 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 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 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

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
£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			
		£50.00	£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

		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	£32.91	£39.49	£36.24	£43.49	£40.41	£48.49	£44.57	£53.49
	Online Bill	£31.66	£37.99	£34.99	£41.99	£39.16	£46.99	£43.33	£51.99
Direct Debit	Paper Bill	£32.08	£38.49	£35.41	£42.49	£39.58	£47.49	£43.74	£52.49
	Online Bill	£30.83	£36.99	£34.16	£40.99	£38.33	£45.99	£42.49	£50.99

Rental charges apply per calendar month.

8. Service detail

	Lightstream Home	Lightstream Home Plus	Lightstream Home Xtra	Lightstream Home XL
Calls				
Free Local Calls	Yes (At All Times)			
Free UK Calls	Yes (Evening and Weekends)		Yes (At all times)	
Free 084/087 Calls				
Free 197 Calls (Local Directory Enquiries)				
Free 118 288 Calls (UK Directory Enquiries)	No			
Free calls to UK Mobiles	120 minutes (Weekends)		180 minutes (Evenings and Weekends)	
Value Added Services				
Free Reject Withheld Numbers	No		Yes	
Free Caller Display	Yes			
Broadband				
Monthly Data Allowance	70GB	200GB	700GB	1500GB
Download Speed (FTTH)	50 Mbps	50Mbps	75Mbps	100Mbps
Upload Speed (FTTH)	5 Mbps	5 Mbps	5 Mbps	5 Mbps
Download Speed (FTTC)	Up to 50 Mbps	Up to 50 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
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. Call charges

Lightstream Home	Lightstream Home Plus	Lightstream Home Xtra	Lightstream Home XL
Bundle includes Local, Evening & Weekend calls package		Bundle includes Anytime calls package	
See full call details here		See full call details here	

10. 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

11. Equipment charges

	Service Detail	Ex VAT	Inc. VAT
Lightstream Router	FTTH Router	£82.50	£99.00
	FTTC Router	£82.50	£99.00

12. 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

13. Early termination fees

Lightstream Home	Lightstream Home Plus	Lightstream Home Xtra	Lightstream Home XL
£23.33	£25.00	£29.17	£30.00

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