



KCOM Ethernet Assured Service (EAS)

Service description

KCOM EAS is an Ethernet based Virtual Private Network (VPN) that enables a customer to offer Ethernet based connectivity with Public Sector Network (PSN) compliance. KCOM provides the delivery platform, provisioning, installation, billing and fault management to the customer.

The service is provided with assurances of ISO27001 and CESG Assured Telecoms (CAS-T) certification.

The service includes Layer-2 Access Circuits between end customer sites and KCOM Points of Presence. The service is available over KCOM provided Ethernet circuits within the Hull Area (i.e. the Original License Area (OLA)) and can be provided by KCOM outside the Hull Area.

Connectivity between the KCOM Point of Presence and the Communication Provider's (CP) nominated site is provided using a 1Gbps or 10Gbps Aggregate Access Bearer. Where a CP's site is outside the Hull Area a backhaul bearer is also used.

Site-to-site connectivity is provided using Ethernet Virtual Connections on the Aggregate Bearer.

For interface specifications and logical configuration see the Customer Interface Publication (CIP), which sets out the technical characteristics of the service. KCOM EAS CIP 034 can be found at:

<http://www.kcomplc.com/media/1652/eas-cip-034-v103-customer-interface-publication-070717-ip.pdf>

Connection charges

The KCOM EAS service has a range of Access Circuit connection options:

Standard – an Access Circuit with no resilience

Resilient Diverse – two Access Circuits to the same customer site that connect to different KCOM exchanges but share the same duct into the customer premises

Resilient Fully Diverse - two Access Circuits to the same customer site that connect to different KCOM exchanges and use different duct access into the customer premises

We will provide you with an AM or PM appointment for the installation of the circuits. Missed Appointment charges apply for any missed installation dates when you or your customer is not available to provide access.



	KCOM EAS – Up to 100Mbps		KCOM EAS – Up to 1Gbps		KCOM EAS – Up to 10Gbps	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Access Circuits						
Connection– Standard	POA					
Connection– Resilient Diverse						
Connection– Resilient Fully Diverse						
	KCOM EAS Backhaul 1Gbps			KCOM EAS Backhaul 10Gbps		
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Backhaul Bearers						
Connection (Per End)	POA					

Replacement hardware charges and upgrades

We will provide hardware to you, for you to use with the KCOM EAS service, you acknowledge that any free hardware provided shall remain the property of KCOM. If the service is cancelled you must allow us access to the premises to collect the hardware, if required.

You and your Customer 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 it. 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 warranty. A service charge to replace the NTU incorporating the Engineer site visit reconnection charge. The replacement NTU remains the property of KCOM.

You will be charged for any missing equipment that cannot be recovered by KCOM when the service is terminated.



Service	KCOM EAS 100Mbps		KCOM EAS 1Gbps		KCOM EAS 10Gbps	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Reconnection Charge including Engineer visit	POA					

Backhaul Bearers	KCOM EAS Backhaul 1Gbps		KCOM EAS Backhaul 10Gbps	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Reconnection Charge including Engineer visit	POA			

Circuit upgrades & downgrades

Service	KCOM EAS 100Mbps		KCOM EAS 1Gbps		KCOM EAS 10Gbps	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Upgrade Charge including Engineer visit (if required)	POA					
Downgrade Charge including Engineer visit (if required)	POA					

Backhaul Bearers	KCOM EAS Backhaul 1Gbps		KCOM EAS Backhaul 10Gbps	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Upgrade Charge including Engineer visit	POA			
Downgrade Charge including Engineer visit (if required)	POA			



Annual rental – Access Circuits

Service	Speed		Contention	Annual Rental	
	Download	Upload		Ex VAT	Inc. VAT
End User Circuits (100Mbps Access Circuit)					
KCOM EAS 2Mbps	2Mbps	2Mbps	Uncontended	POA	
KCOM EAS 4Mbps	4Mbps	4Mbps	Uncontended		
KCOM EAS 5Mbps	5Mbps	5Mbps	Uncontended		
KCOM EAS 6Mbps	6Mbps	6Mbps	Uncontended		
KCOM EAS 8Mbps	8Mbps	8Mbps	Uncontended		
KCOM EAS 10Mbps	10Mbps	10Mbps	Uncontended		
KCOM EAS 15Mbps	15Mbps	15Mbps	Uncontended	POA	
KCOM EAS 20Mbps	20Mbps	20Mbps	Uncontended		
KCOM EAS 25Mbps	25Mbps	25Mbps	Uncontended		
KCOM EAS 30Mbps	30Mbps	30Mbps	Uncontended		
KCOM EAS 40Mbps	40Mbps	40Mbps	Uncontended		
KCOM EAS 50Mbps	50Mbps	50Mbps	Uncontended		
KCOM EAS 70Mbps	70Mbps	70Mbps	Uncontended		
KCOM EAS 100Mbps	100Mbps	100Mbps	Uncontended		
End User Circuits (1Gbps Access Circuit)					
KCOM EAS 200Mb	200Mbps	200Mbps	Uncontended	POA	
KCOM EAS 300Mb	300Mbps	300Mbps	Uncontended		
KCOM EAS 400Mb	400Mbps	400Mbps	Uncontended		
KCOM EAS 500Mb	500Mbps	500Mbps	Uncontended		
KCOM EAS 700Mb	700Mbps	700Mbps	Uncontended		
KCOM EAS 1Gb*	1Gbps	1Gbps	Uncontended		
End User Circuits (10Gb Access Circuit)					
KCOM EAS 10Gb*	10Gbps	10Gbps	Uncontended	POA	

Rental charges for Access Circuits that are local to an EAS enabled exchange are lower than those served off a non EAS enabled exchange.

* Aggregate Bearers are only available on full 1Gbps and 10Gbps circuits. The 1Gbps bearers can support up to 64 Virtual Local Access Networks (VLANs) (remote sites) and 10Gbps bearers can support up to 512 VLANs (remote sites).



Annual rental – optional backhaul bearers

Service	KCOM Bearer Size	Speed		Contention	Annual Rental	
		Download	Upload		Ex VAT	Inc. VAT
End User Circuits						
KCOM EAS Backhaul 1Gbps	1Gbps	1Gbps	1Gbps	Uncontended	POA	
KCOM EAS Backhaul 10Gbps	10Gbps	10Gbps	10Gbps	Uncontended		

Service levels

Service	10Gbps Access or Bearer Circuits	Up to 1Gbps Access or Bearer Circuits
Technical Support	UK-based 0800 (Freephone) 24 x 7 online and telephone fault logging	
Service Level Agreement the KCOM Business Promise	Repair time: 4 clock hour repair, excluding network outages or faults that require on-going monitoring. 90% of calls answered in <30 sec 95% of emails replied to within 1 working day 85% of issues fixed at first point of contact	
Lead Time	75 days subject to survey	40 days subject to survey

Other charges

Service	Connection Charge	
	Ex VAT	Inc. VAT
Reconnection Fee – Internal shift	POA	
Reconnection fee when moving premises	POA	

Early termination charges & notice

The Termination Payments are defined in the customer contract. They shall not exceed 100% of the aggregate annual charges paid, due or would have been payable under this service in the 12 months preceding the event giving rise to the liability (or if such event occurs during the first 12 months of the Term, the amount estimated to be paid in the first 12 months of the Term). A 90 day notice period of termination is required.