KCOM

KC Lightstream - Not Available for New Supply

1. Service Description

Based on fibre optic technology, KC Lightstream provides superfast internet access where possible using FTTH technology. There are two types of fibre technology that KC use:

• Fibre to the Home (FTTH): This carries the fibre all the way into your home; 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 house, using a copper line. As such the speed cannot be guaranteed end-to-end, and is quoted in a similar way to standard broadband as an 'up to' speed

2. Pricing

Product Type		Lightstream 45	Lightstream 60	Lightstream 75	Lightstream 80	Lightstream 100
		FTTC / FTTH	FTTC / FTTH	FTTC / FTTH	FTTC	FTTH
		Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
Connection		£100.00	£100.00	£100.00	£100.00	£100.00
Monthly Rental	Cash	£30.00	£35.00	£39.00	£43.00	£49.00
	Direct Debit	£29.00	£34.00	£38.00	£43.00	£48.00

Product Type		Lightstream 80 Unlimited	Lightstream 100 Unlimited
		FTTC	FTTH
		Inc. VAT	Inc. VAT
Connection		£100.00	£100.00
Monthly Rental	Cash	£54.00	£57.00
	Direct Debit	£53.00	£56.00

The services have the following features:

Product	Lightstream 45	Lightstream 60	Lightstream 75	Lightstream 80	Lightstream 100	Lightstream 80 Unlimited	Lightstream 100 Unlimited
Contract Length	18 Months						
Wireless router (inc VAT)	FTTH £75.00 / FTTC £90.00						
FTTH Downstream Speed	45Mbps	60Mbps	75Mbps	N/A	100Mbps	N/A	100Mbps
FTTC Downstream Speed	up to 45Mbps	up to 60Mbps	up to 75Mbps	up to 80Mbps	N/A	up to 80Mbps	N/A
Upstream Speed	5Mbps	10Mbps	10Mbps	15Mbps	15Mbps	15Mbps	15Mbps
Monthly Download Allowance	50GB	150GB	300GB	500GB	600GB	Unlimited	Unlimited
Monthly Upload Allowance	50GB	150GB	300GB	Unlimited			
Unmetered Overnight Usage	No	Yes					
Additional Usage Charge (Inc. VAT)	£1.00 per GB			£0.50 per GB			
Email - Karoo Mailboxes	5	10					
Mailbox size per mailbox	250MB						
Web space	50MB	100MB					
Traffic Management	None						
Email/Anti-Spam	Yes						
IP Address	Static						
Peak time contention	Up to 50%	Up to 40%	Up to 30%	Up to 20%			
View usage by traffic type	Yes						
Free Tech Support	Yes						
Lead Time	6 - 10 days						

*Hardware delivery fee of £4.25 exc. VAT (£5.10 Inc. VAT) applies for all inclusive hardware. Inclusive hardware is only available with 18 month contracts. Payment is by monthly or annual direct debit. Customers can pay through quarterly or annual cash payments only at the discretion of KC with a surge charge of £1.00 Inc. VAT. All rental charges are payable in advance. Service availability is subject to survey and confirmation.

The maximum downstream and upstream line rates are dependent on a number of factors, including the following:

- Using the correct FTTC/FTTH router supplied by KC
- Distance of the customer from their local exchange, and correct installation of micro filters (FTTC Only)
- Quality of the customer's internal wiring (incl. extension cables)
- Any interference caused by electrical devices within the home (e.g. Sky, burglar alarms, etc.)
- Hardware: Ethernet will generally give better speed than wireless

3. Installation

You will need an FTTC/FTTH compatible router, plus micro filters ("splitters") in each of the telephone sockets that has equipment connected, e.g. telephones, Sky set-top box, fax machines, etc., in order to separate the telephone line and FTTC frequencies. KC Lightstream is easy to self-install for FTTC, with FTTH you will have an engineer visit to install the FTTH service.

If you would like a nonstandard installation the following charges will apply

Non-standard connection type	Inc. VAT
Connection 50 metres - ONT / Router are located together within 50 metres of fibre entrance	£150.00
Cat5e Connection - Single Ethernet socket and cable to 100m, when your router needs to be located next to your computers (In addition to above connection charge)	£60.00

4. Hardware Options

Hardware	Inc. VAT
FTTC Router	£90.00
FTTH Router	£75.00

5. Additional Charges

Description	One - Off Charge Inc. VAT
Discretionary downgrade fee: customers can downgrade product free of charge within contract, but KC reserves the right to charge for second and subsequent downgrades	£30.64
Discretionary reconnection fee following disconnection or suspension due to abuse (copyright infringement, viruses, etc.)	£30.64
Additional Charge for exceeding GB limit on KC Lightstream 45/60/75 (per GB or part thereof)	£1.00
Additional Charge for exceeding GB limit on KC Lightstream 100 (per GB or part thereof)	£0.50
Hardware delivery fee (applicable to all inclusive hardware)	£5.10

6. Early Termination Charges

Early Termination Charges apply for customers ceasing their Lightstream service whilst still in contract. These Early Termination Charges are highlighted in the table below, and apply per month for the remainder of the contract term. VAT is not payable on these charges.

Description	Monthly Early Termination Charge Inc. VAT
KC Lightstream 45	£11.00
KC Lightstream 60	£14.00
KC Lightstream 75	£16.00
KC Lightstream 80	£18.00
KC Lightstream 100	£20.00

Lightstream customers can opt for a minimum contract term that is shorter than the standard contract term, for additional one-off charge, as illustrated in the table below.

Minimum Contract Term	One-Off Charge Inc. VAT
6 months	£190.00
12 months	£95.00

7. Restrictions

Lightstream is only available to residential customers in areas where Lightstream is available with a standard telephone line and can only be provided in the name of the contract holder for the telephone service. Normal line rental and call charges apply to any telephony services you receive from KC over your telephone line.

Lightstream is not suitable for connection on ISDN2/2e or Home Superway lines. Customers with ISDN2/2e or Home Superway will have to have their lines ceased and converted to normal phone lines for Lightstream.

If your property has previously had KIT installed at some time you may not be able to use micro filters on other telephone extensions without a Engineer visit.

Fax users should note that Group 3, 2 or 1 fax machines may not function correctly due to frequency crossover problems. Therefore an additional analogue (telephone) line should be ordered when you still intend to use a fax machine.

Some Caller Display equipment may interfere with the FTTC/FTTH signal (Caller Display BT CD50 and Caller Display BT CD1500 are known incompatibilities). To check whether your caller display unit or telephone is compatible with broadband, please refer to the manufacturer or supplier.

KC recommends that alarm systems are not installed on FTTC/FTTH lines. Most alarm systems will operate as normal, but some which use 'out of band' (greater than 4 kHz) signalling will be incompatible. To check whether your alarm system is compatible, please refer to your alarm system manual or provider.