

Lightstream Bundles - Not available for new supply

1. Introduction and Summary

The KCOM Lightstream range brings together in one bundle telephony (landline) and KCOM Lightstream broadband in selected areas, all on a single bill. Details of these services are as below.

2. Service Description

Based on Fibre technology, KCOM Lightstream provides superfast internet access on your line, up to a maximum of 100Mbps downstream and 10Mbps upstream. There are 4 product options.

KCOM Lightstream comes with free anti-virus, junk mail filter and IWF filtering.

There are two types of fibre services available with KCOM Lightstream. KCOM will advise you of what service you will receive.

- Fibre to the Home (FTTH) carries the fibre all the way into your home with breath-taking speeds of 100Mbps
- Fibre to the Cabinet (FTTC) (also known as VDSL or Fibre to the Cabinet), uses fibre optic cable laid as close to your home as possible, with your existing copper cable completing the connection. This gives you superfast speeds of up to 80Mbps (we'll tell you the speed your home will get).

3. Pricing

KCOM Lightstream bundles come with paperless billing. Customers will be able to view their bills on the KCOM Online billing system. Customers will receive an email when their bill is ready to view.

Customers will have the option of receiving a paper bill if they wish. This will incur a 50p Inc VAT monthly surcharge.

Payment is via monthly direct debit, cash or cheque. Non direct debit payments will incur an additional £1.00 Inc. VAT. VAT per month surcharge. KCOM Fibre Home bundles billing dates are 1st, 8th, 15th or 22nd of the month; the direct debit payment will be taken 10 working days later.

4. Connection

	Lightstream Home 45	Lightstream Home 60	Lightstream Home Xtra	Lightstream Home 45 & Away	Lightstream Home 60 & away	Lightstream Home & Away Xtra
	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
Connection Charge	£100.00	£100.00	£100.00	£100.00	£100.00	£100.00

5. Rentals

		Lightstream Home 45	Lightstream Home 60	Lightstream Home Xtra	Lightstream 45 Home & Away
		Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
Non Direct Debit	Paper Billing	£37.49	£42.49	£52.49	£46.49
	Online Billing	£36.99	£41.99	£51.99	£45.99
Direct Debit	Paper Billing	£36.49	£41.49	£51.49	£45.49
	Online Billing	£35.99	£40.99	£50.99	£44.99

		Lightstream 60 Home & Away (FTTC/FTTH)	Lightstream Home & Away Xtra (FTTC)	Lightstream Home & Away Xtra (FTTH)
		Inc. VAT	Inc. VAT	Inc. VAT
Non Direct Debit	Paper Billing	£49.49	£56.49	£59.49
	Online Billing	£48.99	£55.99	£58.99
Direct Debit	Paper Billing	£48.49	£55.49	£58.49
	Online Billing	£47.99	£54.99	£57.99

Customers can opt for a minimum contract term that is shorter than the standard 18 month contract term, for a small, additional one-off charge, as illustrated in the table below. There is no inclusive hardware available for contract terms that are shorter than the standard contract term.

Minimum Contract Term	One off Charge
	Inc. VAT
18 months	£0.00
12 months	£12.00
9 months	£24.00
3 months	£36.00

6. Bundle Details

A summary of what's available in the bundles is given below

*Hardware delivery fee of £5.10 Inc. VAT applies for all inclusive hardware. Inclusive hardware is only available with 18 month contracts.

Product	Lightstream Home 45		Lightstream Home 60		Lightstream Home Xtra		Lightstream Home 45 & Away		Lightstream Home 60 & Away		Lightstream Home & Away Xtra	
Type	FTTC	FTTH	FTTC	FTTH	FTTC	FTTH	FTTC	FTTH	FTTC	FTTH	FTTC	FTTH
Free local calls 24/7	Yes											
Free UK Calls	Evenings & Weekends		Evenings & Weekends		24/7		Evenings & Weekends		Evenings & Weekends		24/7	
Free Calls to 084/087numbers*												
Free calls to 197 local DQ calls*												
Free calls to national 118288 DQ*	No		No				No		No			
Free landline to UK Mob mins	120 Mins at weekends		121 Mins at weekends		180 mins after 7pm weekdays & at weekends		120 Mins at weekends		No		180 mins after 7pm weekdays & at weekends	
Reject withheld numbers	Yes											
Caller Display	Yes											
Wireless router (inc VAT)	FTTH £75.00 / FTTC £90.00											
Downstream Speed	up to 45Mbps	45Mbps	up to 60Mbps	60Mbps	up to 80Mbps	100Mbps	up to 45Mbps	45Mbps	up to 60Mbps	60Mbps	up to 80Mbps	100Mbps
Upstream Speed	5Mbps		10Mbps		15Mbps		5Mbps		10Mbps		15Mbps	
Monthly Download Allowance	50Gb		150Gb		500Gb	600Gb	50Gb		150Gb		500Gb	600Gb

Monthly Upload Allowance	50Gb	150Gb	Unlimited	50Gb	150Gb	Unlimited
Unmetered Overnight Usage	No	Yes		No	Yes	
Additional Usage Charge	£1.00 per GB	£1.00 per GB	£0.50 per GB	£1.00 per GB	£1.00 per GB	£0.50 per GB
Email - Karoo Mailboxes	5	10				
Mailbox size per mailbox	250MB					
Web space	100MB					
Traffic Management	None					
Email/Anti-Spam	Yes					
IP Address	Static					
Peak time contention	Up to 50%		Up to 20%	Up to 50%		Up to 20%
View usage by traffic type	Yes					
Free Tech Support	Yes					
FREE Mobile Broadband Dongle	No			Yes		
Mobile Broadband Monthly Usage	No			1GB		
Mobile Broadband Additional Usage Charge	No			2.40p Inc. VAT per MB		
Billing Method	KCOM Online Only (Paper-free)					
Bill Dates	1st, 8th, 15th, 22nd of each calendar month					
Payment Frequency	Monthly Only					

Payment Method	Direct Debit as standard, Cash on request (£1 Inc. VAT Monthly Surcharge)	
Contract Term	18 Months	24 Months

*Hardware delivery fee of £5.10 Inc. VAT applies for all inclusive hardware. Inclusive hardware is only available with 18 month contracts.

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

7. 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. KCOM 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 and 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

8. Call Charges

Lightstream Home 45 and Lightstream Home 45 & Away

All telephony services, including free minutes and call charges, are those included with KCOM Local, Evening & Weekend.

Lightstream Home 60 and Lightstream 60 Home & Away

All telephony services, including free minutes and call charges, are those included with KCOM Local, Evening & Weekend.

Hardware Options

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

9. Engineer Visit

When you have signed up KCOM will arrange a convenient date and time for one of our engineers to call and install your service (if applicable).

If applicable, For FTTC your existing master socket will simply be fitted with a new multipurpose faceplate that has two sockets. The connection continues to be through your existing phone line into the socket, which separates the voice to your phone and data to router, allowing you to make calls and be online at the same time. Our engineer will test the connection to complete the work required by KCOM.

10. Additional Charges

Description	One - Off Charge
	Inc. VAT
Discretionary downgrade fee: customers can downgrade a Lightstream Bundle product free of charge within contract, but KCOM 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 Lightstream Home 45 (per GB or part thereof)	£1.00
Additional Charge for exceeding GB limit on Lightstream Home 45 & Away (per GB or part thereof)	£1.00
Additional Charge for exceeding GB limit on Lightstream Home 60 (per GB or part thereof)	£1.00
Additional Charge for exceeding GB limit on Lightstream Home 60 & Away (per GB or part thereof)	£1.00
Additional Charge for exceeding GB limit on Lightstream Home Xtra (per GB or part thereof)	£0.50
Additional Charge for exceeding GB limit on Lightstream Home & Away Xtra (per GB or part thereof)	£0.50
Hardware delivery fee (applicable to all inclusive hardware)	£5.10

11. Contract Terms and Early Termination Charges

If a customer who is still within the minimum contract period wishes to downgrade from a KCOM Lightstream bundle to a lower-cost KCOM Lightstream bundle or to a lower cost KCOM Voice and/or KCOM Lightstream product as separate products, the customer will need to start a new minimum term contract with their chosen KCOM Voice and/or KCOM Lightstream product.

Any customer within the minimum contract period who wishes to upgrade their bundle will simply carry the remainder of that minimum contract period across to the new bundle.

Early Termination Charges apply for customers ceasing their KCOM Lightstream bundle 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.

Product	Type	Monthly Early Termination Charge
		Ex VAT
Lightstream Home 45	FTTC/FTTH	£23.33
Lightstream Home 60	FTTC/FTTH	£25.00
Home Xtra	FTTC	£29.17
	FTTH	£30.00
Home 45 & Away	FTTC/FTTH	£27.50
Home 60 & Away	FTTC/FTTH	£29.17
Home & Away Xtra	FTTC	£33.33
	FTTH	£35.00

KCOM Lightstream Bundle 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
12 months	£190.00
6 months	£95.00

12. Restrictions

KCOM Lightstream is only available to residential customers in areas where KCOM Lightstream is available with a standard KCOM 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 KCOM over your telephone line.

KCOM 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 KCOM 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 KCOM 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.

KCOM 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.

Service availability is subject to confirmation and a site visit where required.