

Lightstream Bundles - Not available for new supply

1. Introduction and 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, KCOM Lightstream provides superfast internet access with FTTH technology, where possible. There are two types of fibre services that KCOM 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. This technology is able to support up to 75 Mbps.

Wherever possible, KCOM use Fibre to the Home (FTTH) technology to enable Customers to enjoy the best available 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 Unlimited
Inc. VAT
£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	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.

7. Rental Charges

		Lightstream Home Unlimited
		Inc. VAT
Non Direct Debit	Paper Billing	£57.49
	Online Billing	£55.99
Direct Debit	Paper Billing	£56.49
	Online Billing	£54.99

Rental charges apply per calendar month.

8. Service Detail

Lightstream Home Unlimited	
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 (Evenings and Weekends)
Free Reject Withheld Numbers	Yes
Free Caller Display	
Broadband	
Download Speed (FTTH)	100 Mbps
Upload Speed (FTTH)	10 Mbps
Download Speed (FTTC)	Up to 75 Mbps
Upload Speed (FTTC)	Up to 10 Mbps
Monthly Data Allowance	Unlimited
Other Features	
Mailboxes	5 POP3 mailboxes per account
Mailbox size	250 MB
Webspace	50 MB
Email Anti-Virus / Anti-Spam	Yes
IP Addresses	1 static IP address
Free Technical Support	Yes

9. Call Charges

Lightstream Home Unlimited
Bundle includes KCOM Anytime calls package
See full call details here

10. Service Options

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

11. Equipment Charges

	Service Detail	Inc. VAT
Lightstream Router	Not Available for New Supply	Not Available for New Supply

12. Other Charges

	Service Detail	Inc. VAT
Downgrade Fee	Discretionary fee that may be charged for downgrading your service more than once during your contract term	£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)	£30.00

13. Early Termination Fees

Lightstream Home Unlimited
£23.33

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