

KCOM Business Lightstream

1. Service description

KCOM Business Lightstream services provide you with superfast broadband services using Fibre optics nearer to your premises to deliver faster broadband services than ADSL services. Additional bolt-ons can be purchased with a Business Lightstream service, for a full list please view [here](#).

The maximum download and upload speeds capable from these services is detailed in the table below. These services do not include a telephone line rental or call charges, which must be taken in conjunction with these services.

Customer Requirements

- A new or existing KCOM telephone line rental is required at the address of the KCOM Business Lightstream service.
- Ethernet LAN running TCP/IP (100 BASE T minimum). For LAN connections customer to supply PC Ethernet cards.
- An internet ready device
- If we connect PC's and laptops using the wireless router, we provide a router to wireless N standards. To optimize your wireless speed, you will require wireless N adaptors or cards for your PC, rather than older and slower A, B and G standards. However A, B and G standards will still work.
- All customers should consider the security of their PC. KCOM recommends the use of current anti-virus software and firewall protection. Email anti-virus protection is provided with email POP accounts. Contact the business team regarding firewall security and Unified Threat Management hardware.
- FTTP customers will require two power sockets are required for the Optical Network Terminal (ONT) and the supplied router.

2. Engineer visit

We will provide you with an AM or PM appointment. Managed customers will require two on-site engineer visits and we will try and co-ordinate these on the same working day. Missed appointment charges apply for any missed installation dates [here](#)

3. Connection & hardware charges

Service	Business Lightstream (all)
	Ex VAT
Connection 50 metres (Upfront) - ONT and router are located together within 48 metres usable of fibre entrance	£50.00
Cat5e Connection - Dual Ethernet socket and cable to 100m (90m usable) when your router needs to be located next to your PC's	£60.00
Take-over Fee when moving premises and no installation required (From any existing Lightstream service)	£30.00

Non-Roll-out Area	All tariffs
	Ex VAT
Non-Roll-out Connection Existing or non-existing Duct, New Lightstream Inc. Wireless Access Point with up to 50m install from router*	POA

* Subject to Excess Construction Charges

4. Monthly Rental – Usage Tariffs

Service		Business Lightstream Basic 150	Business Lightstream Basic Unlimited	Business Lightstream Ultra	Business Lightstream Hyper	Business Lightstream Giga
		Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT
12-month contract		£32.00	£35.00	£45.00	£65.00	£99.00
24-month contract		£32.00	£35.00	£45.00	£65.00	£99.00
Monthly Download Allowance		150GB	Unlimited	Unlimited	Unlimited	Unlimited
Monthly Upload Allowance		Unlimited				
Additional Usage Charges per GB		£1.00	N/A			
Average Peak Time Speed ¹	FTTP (Down)	75Mbps	75Mbps	400Mbps	750Mbps	900Mbps
Average Peak Time Speed ¹	FTTP (Up)	20Mbps	20Mbps	200Mbps	375Mbps	500Mbps
Average Peak Time Speed ¹ (Download/Up load) Mbps	FTTC/VDSL	75Mbps/20Mbps	75Mbps/20Mbps	N/A		
Minimum Access Speeds (Download/Up load) Mbps	FTTC/VDSL	Dependent on the site postcode area but not less than 20Mbps	Dependent on the site postcode area less than 20Mbps	N/A		
IP Address		1 IP address only	Single or Multiple IP addresses up to /29 ²			
Email		10 POP mailboxes, each with 10 aliases 250MB storage	20 POP mailboxes, each with 10 email aliases and 250MB storage			
Included Router		ZyXEL / Technicolour				
Basic Webspace		50MB basic webspace				
Business Webspace		N/A	100MB business webspace	500MB business webspace	1GB business webspace	1GB business webspace

Included Services	Email anti-spam and anti-virus protection	Email anti-spam and anti-virus protection. Free.co.uk domain
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Notes

¹ Peak time is between the hours of noon and 2pm. The Average Peak Time Download/Upload Speed is the download/upload speed that 50% of our business customers can expect to achieve during Peak Time.

²Subject to RIPE approval

5. Service levels

Service	Business Lightstream Basic 150	Business Lightstream Basic Unlimited	Business Lightstream Ultra	Business Lightstream Hyper	Business Lightstream Giga
Required Service	Business phone service				
Technical Support	Contact hours – Mon to Fri 0700 to 2200 Saturday 0700 to 1800 Sundays and Bank Holidays 1000 to 1800				
Service Level Agreement the KCOM Business Promise	Repair time: Next Working Day 85% of calls answered in <60 sec 95% of emails replied to within 1 working day 75% of issues fixed at first point of contact				
Managed Service	No				
Lead Time	46 days				

6. Enhanced Service Levels (Bolt-on)

Bolt-on	Enhanced SLA 1 Same day fix Mon-Fri	Enhanced SLA 2 Same day fix Mon-Sun
Monthly cost	£30	£50
Required Service	Lightstream connection	Lightstream connection
Technical Support	Contact hours – Mon to Fri 0800 to 2100 Saturday 0900 to 1700, Sundays and Bank Holidays 1000 to 1800	Contact hours – Mon to Fri 0800 to 2100 Saturday 0900 to 1700, Sundays and Bank Holidays 1000 to 1800
Service Level Agreement	Repair time: Same working day If reported before 12pm, fix before 6pm the same working day. If reported after 12pm, fix before 12pm the next working day	Repair time: Same day If reported before 12pm, fix before 6pm the same working day. If reported after 12pm, fix before 12pm the next working day
Contract Length	12 months*	12 months*

*Contract can be cancelled at any point without being subject to early termination charges. 30 days' notice must be given for cancellation of Enhanced SLA Bolt-on contract.

Bolt-ons can be added at any point within a Lightstream contract, but will be subject to a 12 month contract separate to the Lightstream connection.

To view any further details, please view the separate Bolt-on PIF [here](#).

7. Voice Bolt-on

All Lightstream packages require a business phone line. The Voice-Bolt on provides a business phone line with the essentials voice package. For a full list of call charges please see [here](#).

	Voice Bolt-on
Monthly price	£20
Business line rental	Included
Local calls	Unlimited
National calls	Unlimited
Mobile minutes	Unlimited
Contract length	12 months*

*Voice Bolt-on can be added into Lightstream contract at any time, but is subject to a full 12 month term with early termination fees.

8. Notes

Our FTTP service requires a KCOM telephone line service to be situated at the premises. This can be an Analogue, ISDN, or SmartComms telephone line.

Multiple static IP addresses are subject to RIPE approval and require a no-NAT configuration.

Next Working Day Repair excludes network outages or faults that require on-going monitoring; working days are Monday-Friday and exclude Bank and Public Holidays.

9. Other charges

Additional One off Requirements	Charge
	Ex VAT
Replacement FTTC/FTTP Router (non-managed)	£80.00
Replacement FTTC/FTTP Router (non-managed) – including engineer installation	£96.00
Downgrade of service	£180.00

10. Hardware

We will provide hardware to you, for you to use with the KCOM Business Lightstream 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 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 them. 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 the initial 12 months with a new or as new hardware of similar specification as the hardware being replaced.

Beyond the initial 12 month warranty you will be required to purchase replacement hardware, excluding the KCOM Business Lightstream Managed service which we provide with a lifetime warranty on a suitable router.

If you purchase Hardware to use with the Service from Us or are required to purchase replacement Hardware after the initial 12 months service, the ownership of the hardware shall be yours once you have paid for the hardware in full. We will assign the benefit of any product warranties given by the manufacturer or supplier of the Hardware to You; and You shall be entitled to replacement hardware if You experience any problems with the Hardware, during the initial 12 month period following on from the date on which We supply the Hardware to You, if such problems can be attributed to any defects with the materials or manufacture of the Hardware.

11. Early termination charges



Customers on a 12 or 24-month contract that terminate before the end of the contract are subject to the costs of the service for the remainder of the contract term.

12. Customer availability & compatible services

KCOM Business Lightstream services are only available to business customers with a telephone line at the premises where this service is to be installed. Customers can contract for any business telephone service including Analogue, ISDN2/2e, ISDN30/30e, or SmartComms telephone services. KCOM Business Lightstream prices apply to your high-speed Internet rental only, normal line rental and call charges apply to any telephony services you receive from KCOM over your telephone line.

All services subject to availability, line test and confirmation. All customers and end-users are subject to and must abide by our Acceptable Use Policy.