

KCOM Business Lightstream Bolt-Ons

1. Bolt-On Description

Bolt-On's can be purchased with or in association with any Business Lightstream package at any point within the Business Lightstream service contract. There are several Bolt-Ons available, of which there is no limit on how many can be associated per Business Lightstream service.

2. Bolt-Ons

Bolt-On's available are described in the below table

Bolt On		Essential Voice	Enhanced SLA 1	Security
Description		Business line rental including essentials voice package (all local and national calls plus unlimited mobile minutes). To see all call charges please see here .	Same day fix Monday-Friday on faults reported before 12pm. If the fault is reported after 12pm, the fault will be prioritised to be fixed before 12pm the next working day. Please see table in section 3 below for the KCOM Service Standards.	A fully managed internet security appliance which provides Unified Threat Management. For a full list of features, please see section 4.4.
Monthly Price	Ex VAT	£20.00	£30.00	From £25.00 Please see breakdown in Section 4
Contract Term		12 months	12 months	12 months
Early Termination Fee		Customers who terminate before the end of their contract are subject to the costs of the service for the remainder of the contract term.	Customers can terminate before the end of their contract by giving 30 days notice. If 30 days notice is given, they are not subject to any charges.	Customers who terminate before the end of their contract are subject to the costs of the hardware for the remainder of the contract term.

3. Service Standards

Customers are offered a Business Service Level Agreement (SLA) as standard with all Business Lightstream packages. As an additional Bolt-On, customers can purchase enhanced SLAs with faster fixed times for each Lightstream connection. See table below for service descriptions for each.

Service	All Business Lightstream Packages	Enhanced SLA 1
Service Level Agreement the KCOM Business Promise	Repair time (or "TTRF"): Next Working Day ¹ 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	Repair time (or "TTRF"): Same day fix, Monday – Friday ^{1 2} 90% of calls answered in <60 sec 95% of emails replied to within 1 working day 85% of issues fixed at first point of contact

Notes

- 1 Excluding network outages, telephony faults or faults that require ongoing monitoring, working days are Monday to Friday and exclude bank holidays
- 2 Same day fix for faults reported before 1200 Monday to Friday

4. Security Bolt-on

KCOM Business Security Bolt-on's are designed to provide a fully managed internet security appliance.

Should an Enhanced SLA 1 or 2 not be purchased on the associated Lightstream service with the Security Bolt-on, the standard SLA will fall as default.

The Bolt-on features includes:

- SoHo Blue user managed security appliance including firewall & Unified Threat Management (UTM)
- Monthly subscription includes: (i) firewall hardware and hardware support, (ii) software updates/upgrades and (iii) installation and fault management
- In-warranty firewall swap-out by next working day

4.1 Customer requirements

- 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 11ac standard. To optimize your wireless speed you will require wireless 11ac adaptors or cards for your PC, rather than older and slower A, B, G & N 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 installations require two power sockets for the Optical Network Terminal (ONT) and the supplied firewall/UTM appliance.

4.2 Engineer visits

We will provide you with an AM or PM appointment for the installation of the Security Bolt-on service. Missed Appointment charges apply for any missed installation dates [here](#). If a Lightstream service installation is also required, there will be a second appointment either on the same or following day to install the security appliance.

4.3 Monthly Rentals

		Standard Licence; 10 devices	Premium Licence; 10 devices	Standard Licence; 25 devices	Premium Licence; 25 devices
Description		SoHo Blue 10 user with a Standard licence	SoHo Blue 10 user with a Premium licence	SoHo Blue 25 user with a Standard licence	SoHo Blue 25 user with a Premium licence
Monthly Price	Ex. VAT	£25	£32	£42	£57

4.4 Unified Threat Management features

Unified Threat Management (UTM) features include:

Component	UTM Standard Pack	UTM Premium Pack
Advanced Firewall	Yes	Yes
Premium Content Filtering - URL Filtering	Yes	Yes
Wide Area Network (WAN) Optimisation - caching	Yes	Yes
Email Anti-Virus	Yes – CLAM AV	Yes – Sophos AV
Email Anti-Spam	Yes	Yes
Email Policy Filtering	Yes	Yes
Software & Firmware Updates	Yes	Yes
Virtual Private Network (VPN) capable -OpenVPN	Yes	Yes
Anti-Spyware	No	Yes
Browsing Anti-Virus	No	Yes
Intrusion Detection/Prevention	No	Yes

4.5 Other charges

Service	Connection Charge	Monthly Rental
	Ex VAT	Ex VAT
Reconnection fee: for disconnection or suspension due to non-payment or abuse (i.e. copyright infringement, viruses, open proxy)	£25.00	N/A
Firewall Config Standard Template Build	£0.00	N/A
Bespoke Config & 12 Firewall rule changes per annum	N/A	£10.00
Additional Firewall changes (Bespoke Config only)	£50.00	N/A