

## Connect Fibre Landlord

### Introduction & Summary

The Connect Fibre Landlord service allows resellers to onward provide to landlords (including student accommodation agencies) to resell inclusive a fibre broadband service to the tenants in residential Landlord properties.

Connect Fibre Landlord is intended for use by resellers to provide residential landlords who want to provide a Fibre broadband service to the tenants who occupy their rented property. Connect Fibre Landlord is only available for use by landlords who rent out residential property; not commercial property.

You are entitled to make Connect Fibre Landlord services available for use by Landlords to the tenants who occupy residential property that they rent out. However, you are not entitled to resell the Connect Fibre Landlord services on a more general basis. You must not make any wider commercial use of Connect Fibre Landlord services, and you must not allow your tenants to make commercial use of the Connect Fibre Landlord services.

### Service description

Based on Fibre optic technology, Connect Fibre Landlord provides Fibre internet access with a more reliable connection and faster speeds than standard broadband. There are two types of Fibre services that we use:

- Fibre to the Premise/Home (FTTP/H): This carries the Fibre all the way into the premise and speeds are not affected by distance from the network; 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 property, using a copper line. As such the speed is affected by distance from the network 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 we use Fibre to the Premise/Home (FTTP/H) technology, to enable customers to enjoy the best possible connection speeds.

## Pricing

Prices detailed below are exclusive of VAT. They are based on payment by Direct Debit and with Online Billing, offering convenience and control.

### Connection & installation charges

Connect Fibre Landlord	Service Detail	Ex VAT
Connection 50 metres (upfront)	Router/ONT are connected within 48M of Fibre entry point	£42.50
Optional Extras:		
Cat5e Connection	Dual Ethernet (Cat5e) socket/cable up to 100M (90m usable) - Ideal for when you require your router to a specific room.  Please note: Optional service, charged in addition to Standard or Premium installation.	£51.00
Hardware Included	See table below	Included

Equipment	FTTH/P Wireless Router Typical model: ZyXEL / Technicolor *
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\* Subject to stock availability, alternatives may be provided. If this service is provided in an FTTC area, then an FTTC capable Wireless Router may be provided. A basic wireless router is provided as part of the service with a 12 month warranty. Replacement hardware is available at additional charges. See Equipment charges below.

## Monthly Rental – Usage Tariffs

- Properties above 12 bedrooms must subscribe to multiple Connect Fibre Landlord services which KCOM may deploy using the same Optical Network Termination unit (ONT)

Monthly Rental		Connect Fibre Landlord Basic	Connect Fibre Landlord Super	Connect Fibre Landlord Ultra	Connect Fibre Landlord Giga
		Ex VAT	Ex VAT	Ex VAT	Ex VAT
12 Month Contract		£32.30	£35.70	£39.10	£63.75
Monthly Download Allowance		800GB	Unlimited	Unlimited	Unlimited
Fair Usage Policy (FUP)*		Yes	N/A		
Average Peak Time Speed <sup>1</sup>	FTTP/H (Down)	75Mbps	200Mbps	400Mbps	900Mbps
	FTTP/H (Up)	20Mbps	35Mbps	35Mbps	50Mbps
Average Peak Time Speed <sup>1</sup> (Download/Upload Mbps)	VDSL	75Mbps/20Mbps	N/A		
Minimum Access Speeds	VDSL	Dependent on the site postcode but not less than 20Mbps	N/A		
IP Addresses		1 static IP address			
Direct Tech Support		£2.55	£2.55	£2.55	£0.00**
Free Landlord technical support		Yes			

Rental charges apply per Calendar month and are based on invoice and summary billing.

<sup>1</sup>Applies 18:00-00:00 | Usage above the monthly Data Allowance is not billed but the service will be reduced to download/upload speed profile of 10/1 Mbps for the remainder of the month.

\*\* Only provided free when taken in conjunction with all landlord property estate

<sup>1</sup> 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 customers can expect during Peak Time.

## Service Levels

Service	Connect Fibre Landlord Basic	Connect Fibre Landlord Super	Connect Fibre Landlord Ultra	Connect Fibre Landlord Giga
Required Service	Phone service (inclusive in Landlord packages)			
Technical Support	Contact hours – Mon to Fri 0800 to 2100 Saturday 0900 to 1700 Sundays and Bank Holidays 1000 to 1800			
Service Level Agreement The KCOM Business Promise	Repair time: Next Working Day 85% of calls answered <60sec 95% of emails replied to within 1 working day 75% of issues fixed at first point of contact			
Lead Time	46 days			

If a fault with the service occurs, you or the end user should try to resolve the faults by rebooting any affected routers or PCs before raising a fault with the KCOM Network Support team. We reserve the right to raise additional charges if faults are reported to the KCOM Network Support team which, upon investigation, are shown to be faults you or the end users could have resolved by re-booting the affected routers or PCs

You shall be responsible for ensuring that there is a recognized process by which end users can contact you about faults or services issues. The KCOM Network Support team will only liaise with you (our customer) in relation to faults or service issues; and not the end users (your tenants) unless we have specifically agreed to liaise directly with your end users. You will then have sole responsibility for any onward communication with your end users.

## Other charges

Service Detail	Ex VAT
Replacement Hardware FTTP/FTTC Router	£80.00
Replacement Hardware FTTP/FTTC Router – including engineer installation	£96.00
Downgrade Fee ***	£25.00
Reconnection Fee	£25.00

## Hardware

We will provide hardware to you, for you to use with the Connect Fibre Landlord service, you acknowledge that any 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 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.

## Early termination charges

Customers on a 12 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.

## Engineer Visit

We will provide you with an AM or PM appointment at the installation address. A Missed appointment Fee apply for any missed installations dates.

Service Detail	Ex VAT
Missed Appointment Fee	£100.00

### Notes:

1. The charges are payable to KCOM by the Reseller.
2. The above prices are only available to Resellers that have signed the Reseller Agreement with KCOM
3. Connectivity to the KCOM network will not be provided at the above rates for orders received from organisations that have not signed the necessary Reseller Agreement.
4. The Connect Fibre Landlord service is available in the Hull Area. If Resellers would like to obtain connectivity to the KCOM network outside the Hull Area then they should contact their Account Manager (Businesses outside the Hull Area would not normally have an 01482 telephone number)