

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 include a telephone line rental.

Customer Requirements

- A new or existing KCOM telephone line rental is required at the address of the KCOM Business Lightstream service. This is included with your Lightstream service. The type of telephone line is detailed in section 5.
- 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. 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
	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

Standard Business Lightstream Packages

Service		Business Full Fibre Lightning	Business Full Fibre 150	Business Full Fibre 300	Business Full Fibre 500	Business Full Fibre 750	Business Full Fibre 900
		Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT
24-month contract		£39.99	£44.99	£49.99	£54.99	£64.99	£84.99
12-month contract		£44.99	N/A				
Monthly Download Allowance		Unlimited					
Average Peak Time Speed ¹ (Download/Up load) Mbps	FTTP	75Mbps/20Mbps	150Mbps/75Mbps	300Mbps/150Mbps	500Mbps/250Mbps	750Mbps/375Mbps	900Mbps/500Mbps
Average Peak Time Speed ¹ (Download/Up load) Mbps	FTTC/VDSL	75Mbps/20Mbps					
Minimum Access Speeds (Download/Up load) Mbps	FTTC/VDSL	Dependent on the site postcode area but not less than 20Mbps	N/A				
IP Address		Single IP address as standard or upgrade to Multiple IP addresses up to /29 ²					
Included Router		ZyXEL / Technicolour					

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. IP Bolt-on allows subscribers to take up to 6 IP addresses, existing customers upgrading for additional IP addresses may require a new subnet and reconfiguration of existing set up and services.

5. Service levels

Service	Business Full Fibre Lightning, Full Fibre 150 - 900
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 day. If reported after 12pm, fix before 12pm the next day
Minimum Contract Term	12 months*	12 months*

Enhanced Service Level 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. 30 days' notice must be given for termination of Enhanced SLA Bolt-on contract. Termination during the Minimum Contract Term is subject to early termination fees.

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

7. Call Bolt-on

All Lightstream packages require a business phone line. Line rental is included with all Lightstream packages however call charges apply to any telephony services you receive from KCOM over your telephone line. For a full list of call charges, please refer to the Price Manual.

The Lightstream Call Bolt-on includes unlimited UK landline and mobile calls.

Fair Usage Policy: Packages that include Local and/or National calls (to UK landline numbers beginning 01, 02 and 03) and/or Mobile calls are subject to a Fair Usage Policy.

If, in our reasonable opinion, your use of 'unlimited,' 'inclusive' or 'free' calls is inconsistent with normal usage and/or any of you use 'unlimited,' 'inclusive' or 'free' calls irresponsibly by staying connected to a call for an excessive periods, we reserve the right to: 1. withdraw any 'unlimited,' 'inclusive' or 'free' calls; and/or 2. disconnect any call; and/or charge you our standard rates for any calls exceeding those reasonably expected of a business using this service.

Call Bolt-on	Unlimited UK landlines and Mobiles
Monthly price	£10
Local calls	Unlimited
National calls	Unlimited
Mobile minutes	Unlimited
Minimum Contract Term	12 months*

*Call Bolt-on can be added at any time during the term of your Lightstream contract but is subject to a full 12 month term with early termination fees.

8. IP Bolt-on

All Lightstream packages include one IP address as standard. The IP address Bolt-on provides businesses with up to 6 IP addresses, these may be used support multiple email servers, hosting of websites among other services.

IP Bolt-on	Fixed IP Multi
Monthly price	£5
IP addresses	Up to 6 IP addresses
Minimum Contract Term	24 months*

*IP Bolt-on is subject to a full 24 month term with early termination fees. Should you add the IP Bolt-on at a later date during the term of your Lightstream contract, the IP Bolt-on minimum contract term will expire on the expiry of your Lightstream contract term.

Please note existing customers upgrading for additional IP addresses may require a new subnet and reconfiguration of existing set up and services.

IP addresses are allocated by RIPE to KCOM. KCOM retains the right to remove or change any IP addresses assigned to you at any time without notice and without any liability to you.

We shall assign new or additional TCP/IP addresses requested by you upon being provided with satisfactory documentation justifying the need for those addresses. The documentation must be in accordance with the policies set forth by RIPE.

In certain circumstances, it may be necessary for TCP/IP addresses to be approved by RIPE, and in such cases those addresses are only assigned for the duration of your contract and become invalid at such time your contract terminates or expires. We shall not be responsible for any decision made by RIPE.

Any decision by RIPE or by another internet service provider relating to TCP/IP addresses is the responsibility of RIPE or of that other ISP and we accept no responsibility for such decision.

SC Solo Voice

SmartComms UC single user license
Available as a voice bolt-on where no copper is available

Package Name	Solo Functional	Solo Fixed Extra	Solo Fixed Unlimited	Solo Mobility Extra	Solo Mobility Unlimited
	Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT
12-month term		£10.00	£14.00	£12.00	£15.00
24-month term		£9.00	£13.00	£11.00	£14.00
Inclusive Calls	Pay As You Go	3000 Minutes to UK Landlines and UK Mobiles	Unlimited Minutes to UK Landlines and UK Mobiles	3000 Minutes to UK Landlines and UK Mobiles	Unlimited Minutes to UK Landlines and UK Mobiles

8. Notes

Our FTTP service requires a KCOM telephone line service to be situated at the premises. In some areas telephony services may be provided over a fibre exchange line, rather than copper.

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
TP-Link Powerline AV1300 Kit	£80.00

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 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. Please refer to your contract terms and conditions for further detail.

Customers that terminate any bolt-ons subject to a minimum contract term prior to the end of the stated minimum contract term are also subject to the early termination charges.

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. In some areas telephony services may be provided over a fibre exchange line, rather than copper. KCOM Business Lightstream prices apply to your high-speed Internet and inclusive line rental. Call charges apply to any telephony services you receive from KCOM over your telephone line. Details of the Call Bolt-on are set out above and includes unlimited UK landline and mobile calls for a set monthly cost.

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.

For those customers renewing an existing email, webspace or other included service such as email anti-spam and anti-virus protection, these services will continue to be supplied. These services are not available to new customers.