



## KCOM Business Service Standards

This document is designed to provide our business customers with clear and easily accessible information regarding the level of service you can expect in relation to the telephone and broadband services provided by KCOM Business.

We know your telephone and broadband services are important and making sure you're happy with them is just as important to us. We want you to be clear about what you can expect from us and what we'll do to put things right if we need to.

This document sets out our commitments in relation to the following contracts for services:

- Business Conditions of Telephone Services
- Business Lightstream and Smartcomms
- Complete Comms
- UC KCOM Broadband Services OLA, EYE and Lincs LLU
- Out of Area Outbound Switched Voice Services
- SIP Trunking

You can view our terms for these services in the legal and regulatory area of the website <https://www.kcom.com/home/business/legal/>. If you've purchased services under any of our other terms and conditions, then please refer to your contract or contact us if you have any questions. You will find our contact details at <https://www.kcom.com/home/business/contact-us/>.

In the event of any inconsistency between these Service Standards and your contract with KCOM for these Services, your contract with KCOM shall prevail. Any terms capitalised in these Service Standards but not defined, shall have the meaning set out in your contract with KCOM.

### Business Conditions of Telephone Services

#### Connecting your service

When you decide to take our services, we want to provide them to you as soon as possible.



Under our Business Conditions of Telephone Services we aim to provide your services within 6 working days (where working days are defined as Monday to Friday 08:00 to 17:00, excluding bank holidays). We may not always be able to meet that timescale due to high demand or unforeseen problems with installation but we'll always let you know the date by which we aim to provide your service.

## Repairing your service

While we try to make sure you don't experience problems with our service, sometimes things do go wrong.

If you think there is a problem with your service you should contact us. You will find our contact details at <https://www.kcom.com/home/business/contact-us/>. We'll then investigate to find out where the problem is and, if it's on our network and our fault, we'll try to repair it.

We offer the following service levels as standard:

|   |   |
|---|---|
| Business Conditions of Telephone Services | We aim to repair faults within 10 working hours, where working hours are defined as a period of one hour occurring between 8.00am and 6.00pm Monday to Saturday except bank holidays. |
|---|---|

BusinessCare Plus is also offered to customers for a quarterly rental and offers a target 5 clock hour fault repair. BusinessCare Plus operates 24 hours per day, 7 days per week including public and bank holidays. Further details can be found in the KCOM Price List <http://pricing.kcomhome.com/>.

## Standards of service and compensation

KCOM does not offer guaranteed service level credits in the following situations:

- There is a delay in installing your service
- In the event of loss of service
- We have made an engineer appointment with you and fail to attend
- Where we fail to resolve a fault with your service within the timescales set out in this document

However, if you feel we have haven't meet our commitments then you can contact us and we'll consider your claim. When we consider your claim we'll take into account the amount of time you've been without service and any other relevant factors. We'll treat you fairly and deal with your claim



promptly.

We might not always be able to accept your claim, for example because of circumstances beyond our control, or where the fault has been caused by you, or otherwise where our terms and conditions state that we are not responsible or liable. If we are unable to accept your claim then we'll always let you know why.

## KCOM Business Lightstream

When you decide to take our services, we want to provide them to you as soon as possible.

Our KCOM Business Lightstream Services take longer to install because of the work we need to do to complete the installation, but we'll agree a date with you when you place your order.

### Repairing your service

While we try to make sure you don't experience problems with our service, sometimes things do go wrong.

If you think there is a problem with your service you should contact us. You will find our contact details at <https://www.kcom.com/home/business/contact-us/>. We'll then investigate to find out where the problem is and, if it's on our network and our fault, we'll try to repair it.

We offer the following service levels as standard:

| <b>Business Full Fibre Lightning, Full Fibre 150 - 900</b> |                               |
|--|-------------------------------|
| Service Level Agreement the KCOM Business Promise          | Repair time: Next Working Day |
| Lead Time  | 46 days                       |

We also offer the following enhanced service levels for an additional charge. Further details can be found in the KCOM Price List <http://pricing.kcomhome.com/>.



| Bolt-on                 | *Enhanced SLA 1<br>Same day fix Mon-Fri  | *Enhanced SLA 2<br>Same day fix Mon-Sun  |
|-------------------------|--|--|
| Service Level Agreement | Repair time: Same working day<br>If reported before 12:00 hours, fix before 18:00 hours the same working day. If reported after 12:00 hours, fix before 12:00 hours the next working day | Repair time: Same day<br>If reported before 12:00 hours, fix before 18:00 hours the same day. If reported after 12:00 hours, fix before 12:00 hours the next day |

\*Enhanced Service Level Bolt-ons are subject to a minimum contract term.

We offer the following VOIP Service Standard

| VoIP Service Standards   |  |
|--------------------------|--|
| Type of Fault            | Business Care Time to resolve fault (TTRF) |
| Access Network Faults    | 16:00 hours, next working day              |
| Service Feature Failure  | 16:00 hours, next working day              |
| Faulty DECT Base station | 16:00 hours, next working day              |
| Faulty DECT Telephone*   | 1 Year Return to base Warranty             |

## Standards of service and compensation

KCOM does not offer guaranteed service level credits in the following situations:

- There is a delay in installing your service, including a delay in lead time
- In the event of loss of service
- We have made an engineer appointment with you and fail to attend
- Where we fail to resolve a fault with your service within the timescales set out in this document

## KCOM Smartcomms UC

Our Business Care support service will be provided as standard with the SmartComms UC Service. You have an option to upgrade this level of KCOM Business Service Standards



care to our Business Care Plus support service for the Lightstream or Network element of your service.

Time to resolve (TTR) targets depend on the type of fault and the level of care applying to your service:

| Network faults within the KCOM area causing a total loss of service |                              |                              |
|---|------------------------------|------------------------------|
| Type of Fault   | Business Care TTR            | Business Care Plus TTR       |
| KCOM Core Network Faults  | 10 working hours             | 5 clock hours                |
| KCOM HEY Access Network Faults (Fibre Access)                       | 10 working hours             | 5 clock hours                |
| KCOM HEY Access Network Faults (Fibre Multi-Service Access)         | 16:00 hours next working day | 16:00 hours next working day |
| KCOM HEY Access Network Faults (Copper DSL Access)                  | 16:00 hours next working day | 16:00 hours next working day |

Note: 'HEY' means Hull and East Yorkshire

| Network faults outside of KCOM area causing a total loss of service |                   |                        |
|---|-------------------|------------------------|
| Type of Fault   | Business Care TTR | Business Care Plus TTR |
| KCOM Core Network Faults  | 10 working hours  | 5 clock hours          |
| Access Network Faults (Ethernet Fibre Delivery)                     | 10 working hours  | 5 clock hours          |
| Access Network Faults (Ethernet Over FTTC)                          | 8 Hours           | 8 Hours                |



|                              |                              |                              |
|------------------------------|------------------------------|------------------------------|
| Access Network Faults (FTTC) | None                         | None                         |
| Faulty Router                | 16:00 hours next working day | 16:00 hours next working day |

| SmartComms UC telephony Faults |                              |
|--------------------------------|------------------------------|
| Type of Fault                  | TTR                          |
| Service Feature Failure        | 8 hours                      |
| Faulty Handset replacement     | 16:00 hours next working day |

For the above Smartcomms UC service standards working hours/working days are Monday to Friday 08:00 hours to 18:00 hours (excluding public holidays), Saturday 0800 – 16:00 hours. We will use our reasonable endeavours to resolve any faults within the TTR target.

### Standards of service and compensation

KCOM does not offer guaranteed service level credits in the following situations:

- There is a delay in installing your service
- In the event of loss of service
- We have made an engineer appointment with you and fail to attend
- Where we fail to resolve a fault with your service within the timescales set out in this document

However, if you feel we have haven't meet our commitments then you can contact us and we'll consider your claim. You will find our contact details at <https://www.kcom.com/home/business/contact-us/>.

When we consider your claim we'll take into account the amount of time you've been without service and any other relevant factors. We'll treat you fairly and deal with your claim promptly.



We might not always be able to accept your claim, for example because of circumstances beyond our control, or where the fault has been caused by you, or otherwise where our terms and conditions state that we are not responsible or liable. If we are unable to accept your claim then we'll always let you know why.

### Software related incidents

In the event of a fault in 3rd party software, we shall not be liable for any failure events or associated service credits caused except where software is installed by us that is known to have a service affecting software fault in that function at the time of deployment. For further information, refer to your contract.

### Complete Comms UC

Our Business Care support service will be provided as standard with the Complete Comms UC Service. You have an option to upgrade this level of care to our Business Care Plus support service for the Lightstream or Network element of your service.

Time to resolve (TTR) targets depend on the type of fault and the level of care applying to your service:

| Faults   |                   |
|--|-------------------|
| Type of Fault  | Business Care TTR |
| Fault where engineer visit is not required                 | 10 working hours  |
| Fault where engineer visit is required: Logged before 12PM | Next working day  |
| Fault where engineer visit is required: Logged after 12PM  | 2 working days    |

| Complete Comms UC telephony Faults |         |
|------------------------------------|---------|
| Type of Fault                      | TTR     |
| Service Feature Failure            | 8 hours |



|                                   |                              |
|-----------------------------------|------------------------------|
| <b>Faulty Handset replacement</b> | 15:00 hours next working day |
|-----------------------------------|------------------------------|

For these Service Standards, working hours/working days are Monday to Friday 08:00 hours to 18:00 hours (excluding public holidays), Saturday 08:00 – 16:00 hours.

We will use Our reasonable endeavours to resolve any faults within Our TTR target.

### **Standards of service and compensation**

KCOM does not offer guaranteed service level credits in the following situations:

- There is a delay in installing your service, including a delay in lead time
- In the event of loss of service
- We have made an engineer appointment with you and fail to attend
- Where we fail to resolve a fault with your service within the timescales set out in this document

### **Software related incidents**

In the event of a fault in 3rd party software, we shall not be liable for any failure events or associated service credits caused except where software is installed by us that is known to have a service affecting software fault in that function at the time of deployment. For further information, refer to your contract.

## **KCOM Broadband Services OLA, EYE and Lincs LLU**

### **Connecting your service**

We aim to provide the services on the Proposed Start Date as defined in your contract.

### **Repairing your service**

The Services are divided into service categories with appropriate Service Standards. The different categories of available Services are:





| Service Categories   |   |
|--|---|
| Category 1 (On-Net)  | Category 2 (LLU)  |
| Directly connected service provided over the KCOM Network. | Directly connected service provided indirectly over the KCOM Network via LLU in Lincolnshire. |

The target time to repair is as follows:

|                              | Teleworker Plus                  | Bronze Plus    | Silver Plus   | Gold Plus     | Platinum Plus |
|------------------------------|----------------------------------|----------------|---------------|---------------|---------------|
| Category 1 (On-net) services | As Head Office or 2 Working Days | 2 Working Days | 1 Working Day | 1 Working Day | Same day fix  |

We aim to provide a target time to repair for Category 2 (LLU) Services in accordance with the target time to repair for Category 1 (On-net) Services as defined above. However, we do not guarantee that we target time to repair to the extent that we have to refer the issue to BT. "Working Days" are Monday to Friday inclusive except for UK bank and public holidays.

The obligation to provide a same day fix required the fault to be reported before 12.00 (midday) Monday to between 08:00 to 17:00.

On-net services are provided over our own network. Off-net services are provided over the network of another provider. We can tell you whether the services we provide are provided over our own network or not.

## Standards of service and compensation

KCOM does not offer guaranteed service level credits in the following situations:

- There is a delay in installing your service
- In the event of loss of service
- We have made an engineer appointment with you and fail to attend
- Where we fail to resolve a fault with your service within the timescales set out in this document



However, if you feel we have haven't meet our commitments then you can contact us and we'll consider your claim. You will find our contact details at <https://www.kcom.com/home/business/contact-us/>.

When we consider your claim we'll take into account the amount of time you've been without service and any other relevant factors. We'll treat you fairly and deal with your claim promptly.

We might not always be able to accept your claim, for example because of circumstances beyond our control, or where the fault has been caused by you, or otherwise where our terms and conditions state that we are not responsible or liable. If we are unable to accept your claim then we'll always let you know why.

## **Out of Area Outbound Switched Voice Services**

### **Connecting your service**

We will provide the services on the Proposed Start Date as defined in your contract or, if there is a delay in your contract starting, the date we notify to you.

### **Repairing your service**

We offer the following Service Levels. The applicable Service Level will depend on your Service Category and in the case of Service Category 3 the Care Level you have selected.



|  |   |  |
|--|---|--|
| <p><b>Service Category 1</b><br/>         Directly connected Switched Services provided by KCOM fibre. Indirectly connected services using the access method of auto diallers, manual dialling or telephone system. The services names are:</p> <ul style="list-style-type: none"> <li>• Directly Connected Switched Voice</li> <li>• Indirect Voice – Indirect Voice</li> </ul> <p>Indirect Voice 138</p> | <p><b>Service Affecting Faults</b></p> <p>4 Hours</p> | <p><b>Non-Service Affecting Faults</b></p> <p>48 Hours</p> |
| <p><b>Service Category 2</b></p>   | <p><b>Service Affecting Faults</b></p>                | <p><b>Non-Service Affecting Faults</b></p>                 |
| <p>Directly connected Switched Services provided by a third party network. The services names are:</p> <ul style="list-style-type: none"> <li>• Directly Connected Switched Voice</li> </ul>   | <p>5 Hours</p>  | <p>48 Hours</p>  |

|   |  |  |   |   |
|---|--|--|---|---|
| <p><b>Service Category 3</b><br/>Indirectly connected services provided over BT lines. The service name is:</p> <ul style="list-style-type: none"> <li>• Indirect voice – Analogue Line Rental</li> <li>• Indirect Voice – ISDN2 Line Rental (Digital Standard &amp; Digital System only)</li> <li>• Indirect Voice – ISDN30 Line Rental</li> </ul> | <p><b>Care Level 1</b><br/><b>Fix where no appointment is booked</b><br/>For the purposes of Care Level 1 “Working Day(s)” means Monday to Friday excluding UK bank and public holidays<br/>Where you report an incident on a Working Day between the hours of 00.00 and 23.59 we guarantee to fix by 23.59 hours on the second Working Day following the day on which the incident was reported.<br/>Where you report an incident between the hours of 00.00 and 23.59 on a Saturday or Sunday or on a UK bank or public holiday we guarantee to fix by 23.59 on the second Working Day after the day on which the incident was reported.</p> | <p><b>Care Level 2</b><br/><b>Fix where no appointment is booked</b><br/>For the purposes of Care Level 2 “Working Day(s)” means Monday to Saturday excluding UK bank and public holidays<br/>Where you report an incident on a Working Day between the hours of 00.00 and 23.59 we guarantee to fix by 23.59 hours on the first Working Day following the day on which the incident was reported.<br/>Where you report an incident between the hours of 00.00 and 23.59 on a Sunday or on a UK bank or public holiday we guarantee to fix by 23.59 on the first Working Day after the day on which the incident was reported.</p> | <p><b>Care Level 3</b><br/><b>Fix where no appointment is booked</b><br/>For the purposes of Care Level 3 “Working Day(s)” means Monday to Sunday including UK bank and public holidays<br/>Where you report an incident on a Working Day between the hours of 00.00 and 11.59 we guarantee to fix by 23.59 hours on the same Working Day.<br/>Where you report an incident between the hours of 12.00 and 23.59 we guarantee to fix by 23.59 on the next Working Day after the day on which the incident was reported.</p> | <p><b>Care Level 4</b><br/><b>Fix where no appointment is booked</b><br/>For the purposes of Care Level 4 “Working Day(s)” means Monday to Friday excluding UK bank and public holidays<br/>We guarantee to fix within 6 hours.</p> |
|---|--|--|---|---|

|   |   |  |  |  |
|---|---|--|--|--|
| <p><b>Service Category 3</b><br/>Indirectly connected services provided over BT lines. The service name is:</p> <ul style="list-style-type: none"> <li>• Indirect voice – Analogue Line Rental</li> <li>• Indirect Voice – ISDN2 Line Rental (Digital Standard &amp; Digital System only)</li> </ul> <p>Indirect Voice – ISDN30 Line Rental</p> | <p><b>Care Level 1</b><br/><b>Fix where we stipulate that an engineer appointment is required</b><br/>For the purposes of Care Level 1 “Working Day(s)” means Monday to Friday excluding UK bank and public holidays<br/>We guarantee to fix on the later event of either:</p> <ul style="list-style-type: none"> <li>(a) 23.59 hours on the date of the arranged appointment; or</li> <li>(b) 23.59 hours on the second Working Day following the first Working Day after the day on which the incident was reported.</li> </ul> | <p><b>Care Level 2</b><br/><b>Fix where we stipulate that an engineer appointment is required</b><br/>For the purposes of Care Level 2 “Working Day(s)” means Monday to Saturday excluding UK bank and public holidays<br/>We guarantee to fix on the later event of either:</p> <ul style="list-style-type: none"> <li>(a) 23.59 hours on the date of the arranged appointment; or</li> <li>(b) 23.59 hours on the Working Day immediately following the first Working Day after the day on which the incident was reported.</li> </ul> | <p><b>Care Level 3</b><br/><b>Fix where we stipulate that an engineer appointment is required</b><br/>For the purposes of Care Level 3 “Working Day(s)” means Monday to Sunday including UK bank and public holidays<br/>Where you report an incident between the hours of 00.00 and 11.59 we guarantee to fix on the later event of either:</p> <ul style="list-style-type: none"> <li>(a) 23.59 on the day of the arranged appointment; or</li> <li>(b) 23.59 on the day on which the incident was reported.</li> </ul> <p>Where the Reseller reports and incident between the hours of 12.00 and 23.59 we guarantee to fix on the later even of either:</p> | <p><b>Care Level 4</b><br/><b>Fix where we stipulate that an engineer appointment is required</b><br/>For the purposes of Care Level 4 “Working Day(s)” means Monday to Friday excluding UK bank and public holidays<br/>We guarantee to fix within 6 hours of the incident being reported or within 6 hours from the date and time of the appointment (whichever is later).</p> |
|---|---|--|--|--|



|  |  |  |   |  |
|--|--|--|---|--|
|  |  |  | <p>(a) 12.59 on the day of the arranged appointment; or</p> <p>(b) 12.59 on the day immediately following the day on which the incident was reported.</p> |  |
|--|--|--|---|--|

### Standards of service and compensation

Where we fail to meet the Proposed Start Date we offer the following service credits:

| Working days past Proposed Start Date         | Service Category 1        | Service Category 2        | Service Category 3        |
|---|---------------------------|---------------------------|---------------------------|
| For each day that services remain unavailable | 0.5% of connection charge | 0.5% of connection charge | 0.5% of connection charge |

Claims are limited to a maximum aggregate amount of 10% of the total connection charges.

Where we fail to meet the Service Levels for repairing a Service Affecting Fault we offer the following service credits:

| Working days past Proposed Start Date             | Service Category 1   | Service Category 2   | Service Category 3                                  |
|---|--|--|---|
| Failure to repair in the specified time to repair | 2% of annual rental charges for each additional hour up to a maximum of five hours | 2% of annual rental charges for each additional hour up to a maximum of five hours | 1% of annual rental charges for each additional day |

Category 1 and 2 – for each additional hour up to a maximum of five hours.

Category 3 – for each additional day.

In the event that we fail to meet the Service Availability obligations we offer the following service credits:

| Service Availability | Service Category 1 | Service Category 2 | Service Category 3 |
|----------------------|--------------------|--------------------|--------------------|
|----------------------|--------------------|--------------------|--------------------|



|  |                             |                             |                |
|--|-----------------------------|-----------------------------|----------------|
| <b>Less than 99.95% Service Availability</b> | 5% of annual rental charges | 5% of annual rental charges | Not applicable |
|--|-----------------------------|-----------------------------|----------------|

Service credits for incidents shall not exceed the total annual rental charge.

Where we have made an engineer appointment with you and fail to attend we do not offer guaranteed service level credits. All claims for service credits must be submitted to the relevant Service Desk within 30 days (dependent on the type of claim), from either:

- the date the Service was delivered (service credits for Service Delivery)
- the end of the Service Measurement period (service credits for reduced Service Availability)
- the date the incident was notified to Us (Incident Management)

Credit notes will be issued where service credits are payable which can be used to offset Charges on future bills. If at any time an account enters into credit, customers may request payment of service credits by cheque to reduce the account balance to zero. When the balance on the account is in debit, a cheque for service credits cannot be requested.

## KCOM SIP Trunking

### Connecting your service

We aim to provide the services on the Proposed Start Date as defined in your contract.

### Repairing your service

While we try to make sure you don't experience problems with our service, sometimes things do go wrong.

If you think there is a problem with your service you should contact us. You will find our contact details at <https://www.kcom.com/home/business/contact-us/>. We'll then investigate to find out where the problem is and, if it's on our network and our fault, we'll try to repair it.

We offer the following service levels as standard:



|              |   |
|--------------|---|
| BusinessCare | We aim to repair faults within 10 working hours, where working hours are defined as a period of one hour occurring between 8.00am and 6.00pm Monday to Saturday except bank holidays. |
|--------------|---|

BusinessCare Plus is also offered to customers for a quarterly rental and offers a target 5 clock hour fault repair. BusinessCare Plus operates 24 hours per day, 7 days per week including public and bank holidays. Further details can be found in the KCOM Price List <http://pricing.kcomhome.com/>.

### Software related incidents

In the event of a fault in 3rd party software, we shall not be liable for any failure events or associated service credits caused except where software is installed by us that is known to have a service affecting software fault in that function at the time of deployment. For further information, please refer to your contract.

### Standards of service and compensation

Where we fail to meet the Proposed Start Date we offer the following service credits:

| Working days past Proposed Start Date for Ethernet Access Circuits | Service Credit             |
|--|----------------------------|
| 1 - 5  | 5% of installation charge  |
| 6 - 10   | 10% of installation charge |
| 11 +   | 15% of installation charge |

Service credits are not cumulative. The maximum service credit you can claim under this contract is £7,500.

Where we fail to meet the Service Levels for repairing a Service Affecting Fault we offer the following service credits:

| Hours past TTTR | Service Credit                            |
|-----------------|---|
| 0 - 3           | 1% of annual rental of the affected Site* |
| 3 - 6           | 3% of annual rental of the affected Site* |





|     |   |
|-----|---|
| 6 + | 5% of annual rental of the affected site* |
|-----|---|

\*Refers to rental charges paid by you for the affected Site in the previous 12 months for each additional hour that the incident remains unresolved, up to a maximum aggregate amount equivalent to 3 months' rental charges in any 12 month period for the affected Site, commencing on the Service Start Date or any anniversary of that date.

In the event that we fail to meet the Service Availability obligations we offer the following service credits:

| Service     | Service Availability | Service Credit      |
|-------------|----------------------|---------------------|
| SIP Connect | Less than 99.99%     | 5% of annual rental |