



This document details the service standards of those products and bolt-ons that are no longer sold to new customers but may be made available at Our discretion to You where You are renewing a Contract that previously included such products and/or bolt-ons.

This document should be read along side your new Contract.

## Business Lightstream Services

### Service Features

The service features for Your KCOM Business Lightstream Service will be as stated in your Contract, the Price Manual (See [kcom.com/business/legal](http://kcom.com/business/legal)) and Table 2 and 3 below. Where any of these details are varied in the Price Manual, the up to date details published in the Price Manual will apply.

Table 2 – FTTP Superfast					
Service	Business Lightstream Basic 150	Business Lightstream Basic Unlimited	Business Lightstream Ultra	Business Lightstream Hyper	Business Lightstream Giga
Email	10 POP mailboxes, each with 10 aliases 250MB storage	20 POP mailboxes, each with 10 email aliases and 250MB storage			
Webspace	50MB basic webspace	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			
Telephone Line Rental Required**	Business telephone service required				
Hardware Included	Wireless router - no-NAT & multi-static IP capable (Engineer to install as part of connection charge)				

Table 3 – VDSL		
Service	Business Lightstream Basic 150	Business Lightstream Basic Unlimited
Hardware Included	Wireless router – no NAT & multi-static IP capable (Engineer to install as part of connection charge)	
Email	10 POP mailboxes, each with 10 aliases 250MB storage	20 POP mailboxes, each with 10 email aliases and 250MB storage
Webspace	50MB basic webspace	100MB basic webspace
Included Services	Email anti-spam and anti-virus protection	Email anti-spam and anti-virus protection. Free co.uk domain
Telephone Line Rental Required**	Business telephone service required	

### Security Bolt-on Description

KCOM Business Security Bolt-on's are designed to provide the below features along with a managed internet security appliance. The Security Bolt-on has the following extra features included:

- SoHo Blue 10 and 25 user managed security appliance including firewall and Unified Threat Management (UTM)
- Monthly subscription includes: (i) firewall hardware and hardware support, (ii) software updates/upgrades and (iii) installation and fault management
- Includes initial 12 month warranty firewall swap-out by next working day

Secure Office comes with UTM Standard and Secure Premium comes with UTM Premium software licences as detailed in Table 4 below:



Component	UTM Standard	UTM Premium
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
Email Anti-Spam	Yes	Yes
Email Policy Filtering	Yes	Yes
Software & Firmware Updates	Yes	Yes
Virtual Private Network (VPN) capable –OpenVPN		Yes
Anti-spyware	No	Yes
Browsing Anti-Virus	No	Yes
Intrusion Detection	No	Yes