



## 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 Conditions for Packaged Services

KCOM Business Lightstream and Smartcomms UC

KCOM Broadband Services OLA, EYE and Lincs LLU

Out of Area Outbound Switched Voice Services

KCOM Terms and Conditions for the use of off-net KCOM Services including off-net Broadband Services

KCOM WLAN Services

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/>.



## Business Conditions of Telephone Services and Business Conditions for Packaged 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 and Business Conditions for Packaged 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 Business Conditions for Packaged 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.
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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

<p>Business Lightstream Basic 150, Business Lightstream Basic Unlimited, Business Lightstream Ultra, Business Lightstream Hyper &amp; Business Lightstream Giga</p> <p>Full Fibre Lightning, Full Fibre 150, Full Fibre 300, Full Fibre 500, Full Fibre 750, Full Fibre 900</p>	<p>We aim to repair faults by the next working day. Working days are Monday to Friday, excluding bank holidays.</p>
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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/>.

<p>Business Lightstream Basic 150, Business Lightstream Basic Unlimited, Business</p>	<p>Same Day Fix 5 Days per Week</p>	<p>Same Day Fix, 7 Days per Week</p>
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Lightstream Ultra, Business Lightstream Hyper & Business Lightstream Giga	For faults reported before 12.00 Monday to Friday	For faults reported before 12.00 Monday to Sunday
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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

## 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 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



<b>KCOM HEY Access Network Faults (Fibre Multi-Service Access)</b>	16:00 hours next working day	16:00 hours next working day
<b>KCOM HEY Access Network Faults (Copper DSL Access)</b>	16:00 hours next working day	16:00 hours next working day

<b>Network faults outside of KCOM area causing a total loss of service</b>		
<b>Type of Fault</b>	<b>Business Care TTR</b>	<b>Business Care Plus TTR</b>
<b>KCOM Core Network Faults</b>	10 working hours	5 clock hours
<b>Access Network Faults (Ethernet Fibre Delivery)</b>	10 working hours	5 clock hours
<b>Access Network Faults (Ethernet Over FTTC)</b>	8 Hours	8 Hours
<b>Access Network Faults (FTTC)</b>	None	None
<b>Faulty Router</b>	16:00:00 hours next working day	16:00:00 hours next working day

<b>SmartComms UC telephony Faults</b>	
<b>Type of Fault</b>	<b>TTR</b>
<b>Service Feature Failure</b>	8 hours
<b>Faulty Handset replacement</b>	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.



## 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.

<b>Service Category 1</b> 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: <ul style="list-style-type: none"><li>• Directly Connected Switched Voice</li><li>• Indirect Voice – Indirect Voice</li></ul> Indirect Voice 138	<b>Service Affecting Faults</b>  4 Hours	<b>Non-Service Affecting Faults</b>  48 Hours
<b>Service Category 2</b>	<b>Service Affecting Faults</b>	<b>Non-Service Affecting Faults</b>

<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> 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 Fix where no appointment is booked</b> For the purposes of Care Level 1 “Working Day(s)” means Monday to Friday excluding UK bank and public holidays 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. 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 Fix where no appointment is booked</b> For the purposes of Care Level 2 “Working Day(s)” means Monday to Saturday excluding UK bank and public holidays 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. 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</p>	<p><b>Care Level 3 Fix where no appointment is booked</b> For the purposes of Care Level 3 “Working Day(s)” means Monday to Sunday including UK bank and public holidays 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. 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 Fix where no appointment is booked</b> For the purposes of Care Level 4 “Working Day(s)” means Monday to Friday excluding UK bank and public holidays We guarantee to fix within 6 hours.</p>

		guarantee to fix by 23.59 on the first Working Day after the day on which the incident was reported.		
<p><b>Service Category 3</b> 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> <b>Fix where we stipulate that an engineer appointment is required</b> For the purposes of Care Level 1 “Working Day(s)” means Monday to Friday excluding UK bank and public holidays 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> <b>Fix where we stipulate that an engineer appointment is required</b> For the purposes of Care Level 2 “Working Day(s)” means Monday to Saturday excluding UK bank and public holidays 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> <b>Fix where we stipulate that an engineer appointment is required</b> For the purposes of Care Level 3 “Working Day(s)” means Monday to Sunday including UK bank and public holidays 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> <b>Fix where we stipulate that an engineer appointment is required</b> For the purposes of Care Level 4 “Working Day(s)” means Monday to Friday excluding UK bank and public holidays 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>	
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### 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
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<b>Less than 99.95% Service Availability</b>	5% of annual rental charges	5% of annual rental charges	Not applicable
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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 Terms and Conditions for the use of off-net KCOM Services including off-net Broadband Services

### Connecting your service

When you decide to take our services, we want to provide them to you as soon as possible. We will advise you of the expected date of delivery when we accept 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/>.

### 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.

### KCOM WLAN Services

Our obligations in respect of the Support Services (with the exception of the Switch Support Services:

	Class of service: Standard	Class of service: Premium
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<b>Service hours</b>	Monday – Sunday 24 x 7 365 days a year	Monday – Sunday 24 x 7 365 days a year
<b>Target Time to Resolve (TTR) (Service Affecting)</b>	24 hours*	5 hours*
<b>Target Time to Resolve (TTR) (Non Service Affecting)</b>	48 hours*	48 hours*

\*The clock will run 24x7 but excludes any allowable parktime.

Allowable parktime is defined by the following criteria:

- Our engineer is unable to gain Site access
- where extended tests are required to be undertaken, which could require your support
- awaiting site access instructions
- where an appointment is requested the clock will stop until the appointment start time
- the time taken to deliver replacement equipment to a site where the location requires additional travel arrangements, for example a ferry. In such cases the clock will stop when our engineer arrives at the port of embarkation and will commence again upon arrival at the site
- the time taken to deliver replacement equipment to a site where the location requires additional travel arrangements, which are subject to availability and require booking. For example, where it is necessary to book a ferry crossing or flight. The clock will stop at the time of the booking and start at the point the journey commences
- the time taken by you to complete basic checks advised by our technical support agent during the faults procedure.
- the relevant equipment being situated within 3 metres from the ground. In the event that the equipment is situated at a height in excess of 3 metres from the ground, you acknowledge that we will be unable to perform the Switch Support Services without a cherry picker and operative and that the clock will stop until such time as a cherry picker and operative are available. If additional equipment such as a cherry picker is required for the installation of equipment, you agree to pay to us any costs we incur for such additional equipment.





Our obligations in respect of the Switch Support Services:

	<b>Class of service: Standard</b>
<b>Service hours</b>	Monday – Sunday 24 x 7 365 days a year
<b>Target Time to Resolve (TTR) (Service Affecting)</b>	5 hours*
<b>Target Time to Resolve (TTR) (Non Service Affecting)</b>	48 hours*
<b>Changes in configuration</b>	72 hours*

\*The clock will run 24x7 but excludes any allowable parktime.

- Allowable parktime is defined by the following criteria – as listed above in respect of the Support Services, not including the relevant equipment being situated within 3 metres from the ground. In the event that the equipment is situated at a height in excess of 3 metres from the ground, You acknowledge that We will be unable to perform the Switch Support Services without a cherry picker and operative and that the clock will stop until such time as a cherry picker and operative are available. If additional equipment such as a cherry picker is required for the installation of equipment, You agree to pay to Us any costs We incur for such additional equipment.

Your Support Services does not include support for the connection to the internet at the site or any other equipment or services not provided by us. Where this occurs, we will provide you with a report of tests that have been carried out and an explanation of how the fault was traced. This report will be supplied in writing to you if requested.

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