

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
- 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.
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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 haven't met 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:

Business Full Fibre Lightning, Full Fibre 150 - 900					
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 Same day fix Mon-Fri	*Enhanced SLA 2 Same day fix Mon-Sun
Service Level Agreement	Repair time: Same working day 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 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 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
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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.

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.

Service Category 1	Service Affecting Faults	Non-Service Affecting Faults
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"> • Directly Connected Switched Voice • Indirect Voice – Indirect Voice Indirect Voice 138	4 Hours	48 Hours
Service Category 2	Service Affecting Faults	Non-Service Affecting Faults
Directly connected Switched Services provided by a third party network. The services names are: <ul style="list-style-type: none"> • Directly Connected Switched Voice 	5 Hours	48 Hours

Service Category 3	Care Level 1	Care Level 2	Care Level 3	Care Level 4
<p>Indirectly connected services provided over BT lines. The service name is:</p> <ul style="list-style-type: none"> • Indirect voice – Analogue Line Rental • Indirect Voice – ISDN2 Line Rental (Digital Standard & Digital System only) • Indirect Voice – ISDN30 Line Rental 	<p>Fix where no appointment is booked</p> <p>For the purposes of Care Level 1 “Working Day(s)” means Monday to Friday excluding UK bank and public holidays</p> <p>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.</p> <p>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>Fix where no appointment is booked</p> <p>For the purposes of Care Level 2 “Working Day(s)” means Monday to Saturday excluding UK bank and public holidays</p> <p>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.</p> <p>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>Fix where no appointment is booked</p> <p>For the purposes of Care Level 3 “Working Day(s)” means Monday to Sunday including UK bank and public holidays</p> <p>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.</p> <p>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>Fix where no appointment is booked</p> <p>For the purposes of Care Level 4 “Working Day(s)” means Monday to Friday excluding UK bank and public holidays</p> <p>We guarantee to fix within 6 hours.</p>

Service Category 3	Care Level 1	Care Level 2	Care Level 3	Care Level 4
Indirectly connected services provided over BT lines. The service name is: <ul style="list-style-type: none"> • Indirect voice – Analogue Line Rental • Indirect Voice – ISDN2 Line Rental (Digital Standard & Digital System only) Indirect Voice – ISDN30 Line Rental	Fix where we stipulate that an engineer appointment is required 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: <ol style="list-style-type: none"> (a) 23.59 hours on the date of the arranged appointment; or (b) 23.59 hours on the second Working Day following the first Working Day after the day on which the incident was reported. 	Fix where we stipulate that an engineer appointment is required 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: <ol style="list-style-type: none"> (a) 23.59 hours on the date of the arranged appointment; or (b) 23.59 hours on the Working Day immediately following the first Working Day after the day on which the incident was reported. 	Fix where we stipulate that an engineer appointment is required 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: <ol style="list-style-type: none"> (a) 23.59 on the day of the arranged appointment; or (b) 23.59 on the day on which the incident was reported. 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: <ol style="list-style-type: none"> (a) 12.59 on the day of the arranged appointment; or (b) 12.59 on the day immediately following the day on which the incident was reported. 	Fix where we stipulate that an engineer appointment is required 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).

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 2	Service Category 3
Less than 99.95% Service Availability	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.
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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/>.

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