



## KCOM Business: Lightstream Landlord

### Introduction & Summary

The Lightstream Landlord service allows landlords (including student accommodation agencies) to resell an inclusive full fibre broadband service to tenants in residential Landlord properties, on a single bill.

KCOM Landlord Lightstream is intended for use by residential landlords who want to provide a full fibre broadband service to tenants who occupy their rented property. KCOM Landlord Lightstream is only available for use by landlords who rent out residential property, not commercial property.

You are entitled to make KCOM Landlord Lightstream services available for use by tenants who occupy residential property that you rent out. However, you are not entitled to resell the KCOM Landlord Lightstream services on a more general basis. You must not make any wider commercial use of KCOM Landlord Lightstream services, and you must not allow your tenants to make commercial use of the KCOM Landlord Lightstream services.

### Service description

Based on Fibre optic technology, Lightstream provides Fibre internet access and a voice service\* with a more reliable connection and faster speeds than standard broadband. There are two types of Fibre services that we use:

- Fibre to the Premise/Home (FTTP/H): This carries the Fibre all the way into the premise and speeds are not affected by distance from the exchange; and
- Fibre to the Cabinet (FTTC): Sometimes called 'VDSL' this is where Fibre is connected to the nearest distribution 'cabinet' and from there to your property, using a copper line. As such the speed is affected by distance from the exchange and is quoted in a similar way to standard broadband as an 'up to' speed. This technology is able to support up to 75 Mbps.

Wherever possible we use Fibre to the Premise/Home (FTTP/H) technology, to enable customers to enjoy the best possible connection speeds.

\*KCOM reserves the right to choose the access method either through VoIP (Voice over Fibre) or Copper (Analogue) technology to provision the voice element of these services.

## Engineer Visit

We will provide you with an AM or PM appointment at the installation address. Missed appointment charges apply for any missed installation appointments [here](#).

## Pricing

Prices detailed below are exclusive of VAT. They are based on payment by Direct Debit and with Online Billing, offering convenience and control. You can choose from a choice of payment dates to suit you and using KCOM Online you can view your account details whenever you want.

## Connection & installation charges

| Lightstream Landlord                       | Service Detail                                                                                                                                                                                                     | Ex VAT   |
|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| Lightstream Connection 50 metres (upfront) | Router/ONT are connected within 48M of Fibre entry point. Includes phone line install if required.                                                                                                                 | £50.00   |
| Lightstream Take-over fee / Cease & New    | Reactivation of broadband services whereby fibre is already available at the installation address                                                                                                                  | £50.00   |
| Phone line Take-over fee                   | Required for Landlord Lightstream but all calls are blocked as Standard (except emergency calls)                                                                                                                   | £0.00    |
| Phone line 'Full installation'             |                                                                                                                                                                                                                    | £0.00    |
| Optional Extras:                           |                                                                                                                                                                                                                    |          |
| Cat5e Connection                           | Dual Ethernet (Cat5e) socket/cable up to 100M (90m usable) - Ideal for when you require your router to a specific room.<br>Please note: Optional service, charged in addition to Standard or Premium installation. | £60.00   |
| Hardware Included                          | See table below                                                                                                                                                                                                    | Included |

|           |                                                                |
|-----------|----------------------------------------------------------------|
| Equipment | FTTH/P Wireless Router<br>Typical model: ZyXEL / Technicolor * |
|-----------|----------------------------------------------------------------|

\* Subject to stock availability, alternatives may be provided. If this service is provided in an FTTC area, then an FTTC capable Wireless Router may be provided. A basic wireless router is provided as part of the service with a 12-month warranty. Replacement hardware is available at additional charges. See Equipment charges below.



## Monthly Rental – Usage Tariffs

- Properties above 12 bedrooms must subscribe to multiple Lightstream services which KCOM may deploy using the same Optical Network Termination unit (ONT)

| Monthly Rental (all ex. VAT)                           | Landlord 50         | Landlord 100    | Landlord 300    | Landlord 500    | Landlord 900    |
|--------------------------------------------------------|---------------------|-----------------|-----------------|-----------------|-----------------|
|                                                        | Ex VAT              |                 |                 |                 |                 |
| 30 day rolling contract                                | £40.00              | £45.00          | £50.00          | £55.00          | £60.00          |
| 12-month contract                                      | £32.00              | £35.00          | £40.00          | £45.00          | £50.00          |
| 12m monthly early termination payment                  | £16.25              | £19.12          | £23.89          | £28.67          | £33.44          |
| 24-month contract                                      | £30.00              | £32.00          | £36.00          | £40.00          | £45.00          |
| 24m monthly early termination payment                  | £14.34              | £16.25          | £20.07          | £23.89          | £28.67          |
| Monthly Download Allowance                             | Unlimited           |                 |                 |                 |                 |
| Average peak time speeds – FTTP (down/up) <sup>1</sup> | 50Mbps/50Mbps       | 150Mbps/150Mbps | 300Mbps/300Mbps | 500Mbps/500Mbps | 900Mbps/500Mbps |
| Average peak time speeds – FTTC (down/up)*             | 50Mbps/15Mbps       | N/A             |                 |                 |                 |
| IP Addresses                                           | 1 static IP address |                 |                 |                 |                 |
| Direct Tech Support                                    | £3.00               | £3.00           | £3.00           | £3.00           | £0.00**         |
| Free Landlord technical support                        | Yes                 |                 |                 |                 |                 |

We may increase charges at any time. If we do you will be able to cancel your agreement during the 30 day period after we announce the change and you won't have to pay any early termination fees.

Rental charges apply per Calendar month and are based on invoice and summary billing.

<sup>1</sup>Peak time speeds available for at least 50% of customers between the hours of 8pm and 10pm

\*Check the speeds available to your postcode [here](#)

\*\* Only provided free when taken in conjunction with all landlord property estate

## Volume based rebates

For Landlords with 10 connections or more on KCOM Retail Landlord packages, KCOM will provide an annual rebate if average connections over the year are within the below volume brackets.

Rebates will be based on average connections within August – July period, and payable in July via credit on your July invoice. The % rebate will be based on the annual rental paid to KCOM on eligible packages (excludes Flexi contract lengths)

|                     | 24-month contract |
|---------------------|-------------------|
| 10 – 49 connections | 1% rebate         |
| 50+ connections     | 3% rebate         |

*Rebate is based on annual rental paid within the August – July period*

KCOM reserves the right to withhold rebates and revoke or amend the rebate scheme at any time – please refer to the Landlord terms & conditions for further information.

Rebate will not be paid if there are any outstanding balances or you have given notice to terminate any Landlord contracts.

## Service Levels

| Service                                                 | Landlord 50                                                                                                                                                      | Landlord 100 | Landlord 300 | Landlord 500 | Landlord 900 |
|---------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|--------------|--------------|
| Included service                                        | Residential phone service (inclusive in Landlord packages)                                                                                                       |              |              |              |              |
| Technical Support                                       | Contact hours – Mon to Fri 0700 to 2200 Saturday 0800 to 1600                                                                                                    |              |              |              |              |
| Service Level Agreement<br>The KCOM Business<br>Promise | Repair time: 2 Working Days<br>85% of calls answered in <60sec<br>95% of emails replied to within 1 working day<br>75% of issues fixed at first point of contact |              |              |              |              |

If a fault with the service occurs, you or the end user should try to resolve the faults by rebooting any affected routers or PCs before raising a fault with the KCOM Network Support team. We reserve the right to raise additional charges if faults are reported to the KCOM Network Support team which, upon investigation, are shown to be faults you or the end users could have resolved by re-booting the affected routers or PCs

You shall be responsible for ensuring that there is a recognized process by which end users can contact you about faults or services issues. The KCOM Network Support team will only liaise with you (our customer) in relation to faults or service issues; and not the end users (your tenants)



unless we have specifically agreed to liaise directly with your end users. You will have sole responsibility for any onward communication with your end users.

## Other charges

| Service Detail                                                          | Service Description                                                                 | Ex VAT  |
|-------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------|
| Replacement Hardware FTTP/FTTC Router                                   | Replacement router when damage has occurred.                                        | £99.20  |
| Replacement Hardware FTTP/FTTC Router – including engineer installation | Replacement router with engineer visit to install                                   | £219.20 |
| Downgrade Fee ***                                                       | Charged when package is changed within contract to a lower speed package.           | £25.00  |
| Reconnection Fee                                                        | To reconnect the broadband service when it has been disconnected due to no payment. | £25.00  |

## Hardware

We will provide hardware to you, for you to use with the KCOM Landlord Lightstream service, you acknowledge that any hardware provided shall remain the property of KCOM. If the service is cancelled, you must return the hardware to KCOM.

**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 with a new or as new hardware of similar specification as the hardware being replaced.**