

## KCOM Wi-Fi Solution

### 1. Service Description

The KCOM Entry Level Wi-Fi is a local area wireless network solution (WLAN) which provides a self-managed Zyxel Nebula Access Point to deliver private and guest access Wi-Fi solutions. It also includes a cloud based portal to allow customers to access their basic network settings for all Nebula devices. This service is to be used in conjunction with a wireless local area network (WLAN) either provided by Us, or a third party.

The service components comprise of inclusive NebulaFlex licence and the supply of On-Site Equipment supported by the provision of installation and Support Services. We can provide up to 6 access points throughout the premise.

For customers who require a higher end Wi-Fi solution, we can also provide [Enterprise Solutions](#).

Contract term is 24 months as standard

### 2. Engineer Visit

Customers may require a Wi-Fi site survey as well as an install in order to ensure optimum Wi-Fi coverage from your KCOM Wi-Fi solution. Charges for such surveys are detailed in Section 3.

### 3. Visit Charges

Visit type	One-off Charge (ex. VAT)
Wi-Fi Survey	£100.00 <sup>1</sup>
Wi-Fi Install	£50.00 <sup>2</sup>
Additional Cabling	POA

<sup>1</sup> Customers who choose to purchase a Wi-Fi solution through KCOM will have their survey fee waived and will only be charge an install fee.

<sup>2</sup> An install charge will be incurred for each visit by KCOM to install one or more Access Point's.

### 4. Service Charges

Service	Monthly Rental (ex.VAT)	Includes
1 Access Point	£17.50	<ul style="list-style-type: none"> <li>• NebulaFlex licencing for cloud-based Nebula portal                             <ul style="list-style-type: none"> <li>• KCOM technical support for hardware</li> <li>• Lifetime warranty for duration of contract</li> </ul> </li> </ul>
2 Access Points	£30.00	
3 Access Points	£42.50	
4 Access Points	£55.00	
5 Access Points	£67.50	
6 Access Points	£80.00	
PoE Switch	£7.00	

## 5. Extras

Service	Charge (ex. VAT)
Outdoor enclosure	£43.00
Outdoor enclosure with pole mount	£94.00

## 6. Service Levels

	Service Standards for KCOM provided hardware under this contract
Technical Support	Contact hours – Monday to Friday 0800 to 2100 Saturday 0900 to 1700 Sundays and Bank Holidays 1000 to 1800
Service Level Agreement	Repair time (or “TTR”); Next Working Day <sup>1</sup>
Hardware Warranty	Replacement within 2 working days if hardware is proven faulty

<sup>1</sup> Excludes network outages or faults that require ongoing monitoring, working days are Monday to Friday and exclude Bank Holidays

<sup>2</sup> KCOM will replace any faulty Access Points within 2 working days for the duration of the contract period

## 7. Other Charges

	One-off Charge Ex VAT
Standard Visit Charge	£100.00
Missed Appointment Charge	£100.00
Aborted Visit Charge	£100.00

## 8. Hardware

We will provide the hardware to you for use as a Wi-Fi solution with your Internet connection. You must acknowledge that any hardware provided will remain the property of KCOM unless you have paid outright for it. If your service is cancelled, you must allow us access to the premises to collect the hardware, if required.

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 within the duration of the contract with a new or as new hardware of similar specification as the hardware being replaced.

If you purchase Hardware to use with the Service from Us or are required to purchase replacement Hardware after the initial 24 months service, the ownership of the hardware shall be yours once you have paid for the hardware in full. We will assign the benefit of any product warranties given by the manufacturer or supplier of the Hardware to You; and You shall be entitled to replacement hardware if You experience any problems with the Hardware, during the initial 24 month period following on from the date on which We supply the Hardware to You, if such problems can be attributed to any defects with the materials or manufacture of the Hardware.

## **9. Early Termination Charges**

Customers on a 24 months contract that terminate before the end of the contract are subject to the cost of the service for the remainder of the contract term.