KCOM

KC Broadband Plus
(No Longer Available for New Supply)

1. Service Description

KC Broadband Plus gives you the maximum speed possible on your line, which *is* up to a maximum of 24Mbps downstream and 1Mbps.

2. Customer Requirements

- A new or existing KC telephone line is required to deliver the ADSL
- Gold and Platinum services require a Network Address Translation (NAT) device, a suitable firewall or a KC supplied Internet Server Appliance is required
- Ethernet LAN running TCP/IP (100 BASE T minimum). For LAN connections customer to supply PC Ethernet cards.
- All customers should consider the security of their PC. KC recommends the use of current anti-virus software and firewall protection. Email anti-virus protection is provided with email POP accounts.

3. Connection and Hardware Charges

Service	Contract Length	Teleworker Plus 20*	Teleworker Plus 50*	Bronze Plus	Silver Plus	Gold Plus	Platinum Plus
		Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT
Activation Fee	12 months	£0.00		£0.00	£0.00	£0.00	£0.00
	1 month	£40.00	£40.00	£40.00	£40.00	N/A	
Out of Contract Charge***		£10.00 Ex VAT					
Engineer Install		£55.32	£55.32	£55.32	£55.32	£0.00	
Included Router		ZyXEL AMG 1302 wireless router				Cisco 857 router (Managed)	
Hardware Price	12 months	£0.00**		£0.00**	£0.00**	£0.00**	
	1 month	£29.99	£29.99	£29.99	£29.99	N/A	

*Teleworker billed to business with free summary billing.
** New KC Broadband customers only. All-inclusive hardware is subject to a £4.25 ex. VAT delivery charge.

***If you do not renew your broadband contract after your minimum contract term, an additional charge of £10.00 Ex VAT will be applied to your monthly bill.

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4. Monthly Rental

Monthly Rental	Operative Date	Teleworker 20 Ex VAT	Teleworker 50 Ex VAT	Bronze Plus Ex VAT	Silver Plus Ex VAT	Gold Plus Ex VAT	Platinum Plus Ex VAT
1-19 Connections 1yr	03/08/2015 – 30/06/2022	£20.00	£25.00	£25.00	£50.00	£75.00	£100.00
	01/07/2022 – 31/05/2023	£24.00	£30.00	£30.00	£60.00	£90.00	£120.00
	01/06/2023 – 31/12/2025		£40.50				
	01/01/2026 -		£50.50				
20-49 Connections 1yr	13/08/2015 – 30/06/2022	£19.49	£22.49	£22.49	£46.99	£69.99	£94.99
	01/07/2022 – 31/05/2023	£23.39	£26.99	£22.49	£56.39	£83.99	£113.99
	01/06/2023 – 31/12/2025						£128.24
	01/01/2026 -						£138.24
50+ Connections 1yr	03/08/2015 – 30/06/2022	£18.99	£19.99	£19.99	£42.99	£64.99	£89.99
	01/07/2022 -	£22.79	£23.99	£23.99	£51.59	£77.99	£107.99
2 Year Contract	03/08/2015 – 30/06/2022	n/a	£24.00	£24.00	£45.00	£68.00	£90.00
	01/07/2022 – 31/05/2023	n/a	£28.80	£28.80	£54.00	£81.60	£108.00
	01/06/2023 – 31/12/2025			£38.88	£72.90	£110.16	
	01/01/2026 -			£48.88	£82.90	£120.16	
Out of Contract Charge*	£10.00 Ex VAT						

*If you do not renew your broadband contract after your minimum contract term, an additional charge of £10.00 Ex VAT will be applied to your monthly bill.

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5. Service Features

Service	Teleworker Plus 20	Teleworker Plus 50	Bronze Plus	Silver Plus	Gold Plus	Platinum Plus
Suitable for	Home and mobile workers	Home and mobile workers	SMB's whose usage needs are moderate	SMB's who require the reassurance of unlimited usage	SMB's whose usage needs are moderate but who want the reassurance of a managed service, causing minimum disruption to their business	Customers requiring the best possible broadband product, with unlimited usage and the least disruption to their business
Monthly Download Allowance	20GB	50GB	50GB	Unlimited	Unlimited	Unlimited
Monthly Upload Allowance	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Additional Usage	£0.85 ex. VAT for every GB or part thereof		£0.85 ex. VAT for every GB or part thereof	n/a	n/a	n/a
Service Level Agreement – the KC Business Promise	Repair time: As Head Office, or 2 working days[4] 85% of calls answered in <60 sec 95% of emails replied to within 1 working day 75% of issues fixed at first point of contact[4]		Repair time: 2 working days[4] 85% of calls answered in <60 sec 95% of emails replied to within 1 working day 75% of issues fixed at first point of contact[4]	Repair time: 1 working day[4] 85% of calls answered in <60 sec 95% of emails replied to within 1 working day 75% of issues fixed at first point of contact[4]	Repair time: 1 working day[4] 90% of calls answered in <30 sec 95% of emails replied to within 1 working day 85% of issues fixed at first point of contact[4]	Repair time: Same day fix[4][6] 90% of calls answered in <30 sec 95% of emails replied to within 1 working day 85% of issues fixed at first point of contact[4]
Downstream Speed	Up to 24Mbps	Up to 24Mbps	Up to 24Mbps	Up to 24Mbps	Up to 24Mbps	Up to 24Mbps
Upstream Speed	Up to 1Mbps	Up to 1Mbps	Up to 1Mbps	Up to 1Mbps	Up to 1Mbps	Up to 1Mbps
IP Address	dynamic or 1 static included	dynamic or 1 static included	dynamic or multiple static IP addresses available free[2]	dynamic or multiple static IP addresses available free[2]	multiple static IP addresses available free	multiple static IP addresses available free
Email	5 POP mailboxes, each with 10 email aliases and 250MB storage[8]		SMTP feed or 5 POP mailboxes, each with 10 email aliases and 250MB storage		SMTP feed or 5 POP mailboxes, each with 10 email aliases and 250MB storage	
Included Services	Email anti-spam and anti-virus protection (including end-user controls)		Email anti-spam and anti-virus protection (including end-user controls) FREE 30-day trial of PC Backup	Email anti-spam and anti-virus protection (including end-user controls) FREE 30-day trial of PC Backup Free .co.uk domain	Email anti-spam and anti-virus protection (including end-user controls) (POP only) FREE 30-day trial of Server Backup Free .co.uk and .com domain	
Managed Service	No	No	No	No	Yes - includes remote monitoring and fixing and lifetime free replacement router[3]	
Technical Support	UK-based 0845 (local rate) 24 x 7 online fault logging Contact hours – Mon to Fri: 0800 to 2100 Saturday: 0900 to 1700 Sundays and Bank Holidays[7]: 1000 to 1800		UK-based 0845 (local rate) 24 x 7 online fault logging Contact hours – Mon to Fri: 0800 to 2100 Saturday: 0900 to 1700 Sundays and Bank Holidays[7]: 1000 to 1800		UK-based 0800 (freephone) 24 x 7 online and telephone fault logging, with priority fix Fully managed by the KC Network Support team, including daily monitoring and diagnostics, and remote fixes - minimising disruption to your business	
Webspace	50MB	50MB	100MB	250MB	500MB	1GB
Lead Time	5-10 working days		5-10 working days		Up to 10 working days	
Line	Residential[1] or Business Line	Residential[1] or Business Line	Business Line	Business Line	Business Line	Business Line

[1] Consolidated billing to head office

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[2] Multiple static IP addresses are subject to RIPE approval and require a no-NAT configuration with Bronze or Silver. Customers requiring a NAT scenario will need to discuss with their IT Support team, or upgrade to a KC Broadband Managed service (Gold or Platinum)

[3] lifetime replacement router available whilst the customer remains a Gold or Platinum customer

[4] excluding network outages, telephony faults, or faults that require ongoing monitoring; working days are Monday-Friday and exclude Bank Holidays

[6] Same day fix for faults reported before 1200 Monday to Friday

[7] Excluding Christmas Day, Boxing Day and New Year's Day

[8] Maximum mail size that can be sent and received is 50MB

6. Other Charges

Service		Connection or One-Off Charge	Monthly Rental
		Ex VAT	Ex VAT
Reconnection fee when moving premises (Teleworker, Bronze, Silver – no site visit)		£40.00	n/a
Reconnection fee when moving premises (Gold and Platinum only)		£55.32	n/a
Downgrade of service		£180.00	n/a
Domain Name transfer / registration (including web and email forwarding)	.co.uk and .com	n/a	£5.00
	.co.uk	n/a	£2.00
	All other domains (.net, .org etc.)	n/a	POA
Replacement Hardware	ZyXEL AMG 1302 wireless router (Inc. 1 Microfilter)	£29.99	
ADSL Microfilter	Per Microfilter	£2.49	
Hardware Delivery Fee	Applies to all inclusive hardware	£5.41	

7. Additional Benefits for Gold and Platinum Managed services

- Hassle free router configuration and installation by our qualified engineers
- Speedy repair times to keep your business up and running
- Lifetime warranty ensuring a swift router swap-out service
- 5 static IP addresses included in the price
- Free Helpdesk support included

8. Conditions

Customers on a 12- or 24-month contract that terminate before the end of the contract are subject to the costs of the service for the remainder of the contract term.

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9. Customer Availability & Compatible Services

KC Broadband Plus is only available to business customers on a standard KC telephone line. KC Broadband Plus prices apply to your high-speed Internet usage only, normal line rental and call charges apply to any telephony services you receive from KC over your telephone line.

KC Broadband Plus is not suitable for connection on ISDN2/2e, ISDN30/30e or Business Superway lines. Customers with ISDN2/2e or Business Superway will have to have their lines ceased and converted to normal phone lines for KC Broadband Max. ISDN30/30e customers will also need an additional analogue line in order to receive the service.

Fax users should note that Group 3, 2 or 1 fax machines may not function correctly due to frequency crossover problems. Therefore an additional analogue (telephone) line should be ordered when you still intend to use a fax machine.

Some Caller Display equipment may interfere with the broadband signal (Caller Display BT CD50 and Caller Display BT CD1500 are known incompatibilities). To check whether your caller display unit or telephone is compatible with broadband, please refer to the manufacturer or supplier.

KC recommends that alarm systems are not installed on broadband lines. Most alarm systems will operate as normal, but some which use 'out of band' (greater than 4kHz) signalling will be incompatible. To check whether your alarm system is compatible, please refer to your alarm system manual or provider.

All services subject to availability, line test and confirmation.

All users of the service are subject to and must abide by our Acceptable Use Policy.