

KC Lightstream Business No Longer Available For New Supply



1. Service Description

KC Lightstream Business provides you with a superfast broadband service using fibre optics nearer to your premises to deliver faster broadband services than copper based ADSL services. The service can be deployed by KC in two methods depending on where you live and KC's roll-out programme. This will either be a fibre installation directly to your premises (Fibre To The Premises - FTTP) or you may be provided service using Fibre to a nearby street cabinet (Fibre To The Cabinet - FTTC, also known as Fibre To The Kerb - FTTK or Very High Speed Digital Subscriber Line - VDSL).

The maximum download and upload speeds capable from these services is detailed in the table below. These services do not include a telephone line rental or call charges, which must be taken in conjunction with these services. For a KC Lightstream Business Office bundle see [here](#)

Customer Requirements

- A new or existing KC telephone line rental is required at the address of the KC Lightstream Business service.
- Ethernet LAN running TCP/IP (10 BASE T minimum). For LAN connections customer to supply PC Ethernet cards.
- An internet ready device
- If we connect PC's and laptops using the wireless router, we provide a router to wireless N standards. To optimise your wireless speed you will require wireless N adaptors or cards for your PC, rather than older and slower A, B and G standards. However A, B and G standards will still work.
- 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. Contact the business team regarding firewall security and Unified Threat Management hardware.
- FTTP customers will require two power sockets are required for the Optical Network Terminal (ONT) and the supplied router. FTTC customers will require a single power socket for the FTTC router and a FTTC microfilter supplied. See installation options below.

2. Engineer Visit

We will provide you with an AM or PM appointment. Managed customers will require two on-site engineer visits and we will try and co-ordinate these on the same working day. Missed Appointment charges apply for any missed installation dates [here](#).

3. Connection and Hardware Charges

| Service | Contract Length | Lightstream Business Homeworker | | Lightstream Business Office | | Lightstream Business Network | | Lightstream Business Managed | |
|--|-----------------|---------------------------------|----------|-----------------------------|----------|------------------------------|----------|------------------------------|----------|
| | | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Connection 10 metres - ONT and router located together within 10 metres of fibre entrance | | £75.00 | £90.00 | £50.00 | £60.00 | £25.00 | £30.00 | £0.00 | £0.00 |
| Connection 50 metres - ONT and router are located together within 50 metres of fibre entrance | | £125.00 | £150.00 | £125.00 | £150.00 | £125.00 | £150.00 | £125.00 | £150.00 |
| Cat5e Connection - Single Ethernet socket and cable to 100m when your router needs to be located next to your computers (In addition to above connection charge) | | £50.00 | £60.00 | £50.00 | £60.00 | £50.00 | £60.00 | £50.00 | £60.00 |
| Cat5e Connection x2 - Double Ethernet socket and cable to 100m when your router needs to be located next to | | £70.00 | £84.00 | £70.00 | £84.00 | £70.00 | £84.00 | £70.00 | £84.00 |

| | | | | | | | | | |
|--|-----------|--|-------|-------|-------|--|-------|------------------------|-------|
| your computers (In addition to one of above connection charges) | | | | | | | | | |
| Hardware | | Wireless router (only single IP address capable) | | | | Wireless router (no-NAT and multi-static IP capable) | | Cisco Router (managed) | |
| Hardware | 12 months | £0.00* | | | | | | | |
| Hardware Delivery | | £4.25 | £5.10 | £4.25 | £5.10 | £4.25 | £5.10 | £4.25 | £5.10 |

* Hardware Delivery charge always applies, even with a KC engineer installation as KC have already paid for delivery.

4. Monthly Rental & Service Features

| Service | | Lightstream Business Homeworker | | Lightstream Business Office | | Lightstream Business Network | | Lightstream Business Managed | |
|-------------------------------------|------|---|--------------|---|--------------|---|--|--|--------------|
| | | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Monthly Rental 12 month contract | | £25.00 | £30.00 | £40.00 | £48.00 | £60.00 | £72.00 | £100.00 | £120.00 |
| Suitable for | | Home and mobile workers where the business pays for the broadband service | | Small businesses whose usage needs are moderate | | Businesses who require the reassurance of high usage limits | | Businesses who require the reassurance of high usage limits a managed service, high service levels and speedy repair | |
| Download Speed | FTTP | 45Mbps | | 60Mbps | | 80Mbps | | 100Mbps | |
| | FTTC | Up to 45Mbps | | Up to 60Mbps | | Up to 80Mbps | | Up to 80Mbps | |
| Upload Speed | FTTP | 5Mbps | | 10Mbps | | | | 15Mbps | |
| | FTTC | Up to 5Mbps | | Up to 10Mbps | | | | Up to 15Mbps | |
| Peak Time Contention | | 50% | | 40% | | 30% | | 20% | |
| Monthly Download Allowance | | 80GB | | 150GB | | 400GB | | 600GB | |
| Monthly Upload Allowance | | Unlimited | | | | | | | |
| Additional Usage Charges | | £1.00 per GB | £1.20 per GB | £1.00 per GB | £1.20 per GB | £1.00 per GB | £1.20 per GB | £0.40 per GB | £0.48 per GB |
| IP Address 2 | | 1 IP address only | | Single or Multiple IP addresses | | | | | |
| Email | | 10 POP mailboxes, each with 10 email aliases and 250MB storage | | 20 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 .co.uk domain | | | Email anti-spam and anti-virus protection (including end-user controls) (POP only) Free .co.uk domain | | |

| | | | | |
|--|--|-------------------------------------|------------------------|--|
| Managed Service | No | | | Yes - the KC provided Cisco router includes remote monitoring and alarms are set-up to monitor availability and minimise downtime. Also includes lifetime free replacement router ³ |
| Technical Support | FREE & 24 x 7 online fault logging Contact hours - Mon to Fri 0800 to 2100 Saturday 0900 to 1700 Sundays and Bank Holidays 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 |
| Webpace | 50MB basic webpace | 100MB business webpace | 500MB business webpace | 1GB business webpace |
| Service Level Agreement the KC Business Promise | Repair time: Next 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: 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 |
| Lead Time | 6-10 days | | | 6-10 days* |
| Telephone Line Rental Required** | Residential or business telephone service ¹ | Business telephone service required | | |

* Subject to router availability

** Our FTTP service requires a KC telephone line service to be situated at the premises. This can be an Analogue, ISDN, Centrex or Smartcomms telephone line service and must be contracted directly with KC. Our FTTC service requires a KC analogue telephone line service and must be contracted directly with KC.

1 Homeworker can be billed to business with free summary billing.

2 Multiple static IP addresses are subject to RIPE approval and require a no-NAT configuration.

3 Lifetime replacement router available whilst the customer remains a Lightstream Business Managed customer

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

5 FTTC speeds vary and depend on distance from the street cabinet.

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

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

| Service | KC Business Lightstream Managed FTTB Firewall /29 | |
|---|---|----------|
| | Exc. VAT | Inc. VAT |
| Monthly Rental 12 month contract | £100.00 | £120.00 |
| Features | All features of the service are the same as the Lightstream Business Managed Profile | |
| IP Address Details | This service uses a KC Supplied firewall as the termination device for the customer. This excludes the cost of a firewall device. Rather than providing a 10 address like a Managed router profile, this uses public IP's like the Office and Network Lightstream tariffs but at the Download and upload speeds of the 'Managed' service. | |

| Service | KC Business Lightstream Managed FTTB Firewall /30 | |
|-------------------------------------|--|----------|
| | Exc. VAT | Inc. VAT |
| Monthly Rental 12 month contract | £100.00 | £120.00 |
| Features | All features of the service are the same as the Lighstream Business Managed Profile | |
| IP Address Details | This service uses a KC Supplied firewall as the termination device for the customer. This excludes the cost of a firewall device. Rather than providing a 10 address like a Managed router profile, this uses public IP's like the Office and Network Lighstream tariffs but at the Download and upload speeds of the 'Managed' service. | |

5. Additional Benefits for 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
- Multiple static IP addresses included in the price subject to RIPE approval
- Free 0800 Helpdesk support included

6. Hardware

We will provide hardware to you, for you to use with the KC Lightstream Business service, you acknowledge that any free hardware provided shall remain the property of KC. If the 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 initial 12 months with a new or as new hardware of similar specification as the hardware being replaced.

Beyond the initial 12 month warranty you will be required to purchase replacement hardware, excluding the KC Lightstream Business Managed service which we provide with a lifetime warranty on a suitable router.

7. Purchased and Replacement Hardware

If you purchase Hardware to use with the Service from Us or are required to purchase replacement Hardware after the initial 12 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 12 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.

8. Other Charges

| Service | | Connection Charge | | Monthly Rental | |
|--|-------------------------------------|-------------------|----------|----------------|----------|
| | | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Reconnection fee when moving premises (Managed only) | | £55.00 | £66.00 | N/A | |
| Downgrade of service in contract | | £180.00 | £216.00 | N/A | |
| Domain Name transfer / registration (including web and email forwarding) | .co.uk and .com | N/A | | £5.00 | £6.00 |
| | .co.uk | N/A | | £2.00 | £2.40 |
| | all other domains (.net, .org etc.) | N/A | | POA | POA |
| Reconnection fee: for disconnection or suspension due to non payment or abuse (i.e. copyright infringement, viruses, open proxy) | | £25.00 | £30.00 | N/A | |
| Replacement FTTC router (non-managed) | | £75.00 | £90.00 | N/A | |
| Replacement FTTP router (non-managed) | | £75.00 | £90.00 | N/A | |

9. Early Termination Charges

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.

10. Customer Availability & Compatible Services

KC Lightstream Business services are only available to business customers who contract directly with KC for a telephone service at the premises where this service is to be installed. VDSL customers must take a standard KC telephone line. Customers who can purchase KC Lightstream Business over Fibre to the Premises (FTTP) can contract for any telephone service including Analogue, Centrex, ISDN2/2e, ISDN30/30e, or Smartcomms telephone services. KC Lightstream Business prices apply to your high-speed Internet rental only, normal line rental and call charges apply to any telephony services you receive from KC over your telephone line.

KC Lightstream Business over VDSL 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.

KC Lightstream Business over VDSL on a fax line is not recommended. 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.

KC Lightstream Business over VDSL may interfere with caller display equipment. To check whether your caller display unit or telephone is compatible with broadband, please refer to the manufacturer or supplier.

KC Lightstream Business over VDSL may interfere with alarm systems. 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 customers and end-users are subject to and must abide by our Acceptable Use Policy.