KCOM SMB: Lightstream Landlord
NOT AVAILABLE FOR NEW SUPPLY

Introduction & Summary

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

KCOM Landlord Lightstream is intended for use by residential landlords who want to provide a Fibre broadband service to the 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 the 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 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 network; 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 network, 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.

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.

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Connection & installation charges

Lightstream Landlord	Service Detail	Ex VAT
Connection 50 metres (upfront)	Router/ONT are connected within 48M of Fibre entry point	£120.00
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. Please note: Optional service, charged in addition to Standard or Premium installation.	£60.00
Hardware Included	See table below	Included

Connection by Instalments (12 months) is available.

Equipment	FTTH/P Wireless Router 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.

Rental charges

- *Landlord Mini* and Lite are available to residential properties with up to 4 bedrooms
- *Landlord Pro* is available to residential properties with up to 8 bedrooms
- *Landlord Unlimited* is available to residential properties with up to 12 bedrooms
- Properties above 12 bedrooms must subscribe to multiple Lightstream services which KCOM may deploy using the same Optical Network Termination unit (ONT)

Lightstream					
Monthly Rental	Landlord Mini	Landlord Lite	Landlord Pro	Landlord Unlimited	Landlord Ultrafast 250 Unlimited
	Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT
12 Month Contract	£30.00	£35.00	£39.00	£42.00	£57.00
Direct Debit Discount	£29.00	£34.00	£38.00	£41.00	N/A
24 Month Contract	N/A				£52.00
Direct Debit Discount					N/A
Direct Tech Support	£2.00	£2.00	£1.00	£0.00**	£0.00**

Rental charges apply per Calendar month and are based on invoice and summary billing.
** Only provided free when taken in conjunction with all landlord property estate

Service detail

Connection charges are a one-off charge at the commencement of your contract.

Lightstream					
Specification	Landlord Mini	Landlord Lite	Landlord Pro	Landlord Unlimited	Landlord Ultrafast 250 Unlimited
Download Speed Profile (Mbps)	50	50	75	100	250
Minimum Access Speed (Mbps)	50	50	75	100	60
Upload Speed Profile (Mbps)	10	10	15	15	125
Minimum Access Speed (Mbps)	10	10	15	15	30
Monthly Data Allowance (GB)	500	600	800	Unlimited	Unlimited
Fair Usage Policy (FUP)	Applies 18:00-00:00 | Usage above the monthly Data Allowance is not billed but the service will be reduced to download/upload speed profile1of 10/1 Mbps for the remainder of the month.			N/A	
IP Addresses	1 static IP address				
Free Landlord technical support	Yes				

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Network support availability & service standards

Target Time to Repair Faults ("TTRF")

The TTRF for all Lightstream Landlord Services is 3 Working Days. 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 then have sole responsibility for any onward communication with your end users.

Equipment charges

Service Detail	Ex VAT
Replacement Hardware including engineer re-Install Wireless Fibre Router	£80.00

Other charges

Service Detail	Ex VAT
Downgrade Fee ***	£25.00
Reconnection Fee	£25.00

*** Subject to maximum bedroom requirements:
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