

## KC Lightstream Standalone Not Available for New Supply, Effective 23 April 2018

### 1. Introduction & summary

The KCOM Lightstream service offers superfast broadband. It can be bought as either a standalone product, alongside a phone service, or as part of a bundle. This document shows details of standalone Lightstream services.

### 2. Service description

Based on fibre optic technology, Lightstream provides superfast 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 Home (FTTH):** This carries the fibre all the way into your home 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 home, 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 Home (FTTH) technology, to enable customers to enjoy the best possible superfast connection speeds.

### 3. Pricing

Prices detailed below are inclusive of VAT. Discounts are available for payment by Direct Debit and Online Billing, both of which provide convenience and control to our customers.

### 4. Contract term

The standard contract length is 18 months for KC Lightstream. Flexible contract options are available for an additional charge, and Early Termination Fees apply. Please see Service Options and Additional Charges section of this document.

### 5. Connection charges

Lightstream Home	Lightstream Home Plus	Lightstream Home Xtra	Lightstream Home XL	Lightstream 350
Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
£50.00	£50.00	£50.00	£50.00	£50.00

Connection charges are a one-off charge at the commencement of your contract. KCOM offers the facility to pay an initial connection charge in equal instalments over the first 4 monthly bills. Please ask for details.

## 6. Installation options

	Service Detail	Inc. VAT
Standard Installation	Router/ONT are connected within 6M of Fibre entry point	Included in Connection Charge
Premium Installation	Router/ONT are connected within 45M of Fibre entry point	£150.00
Optional Extras		
		£60.00
Home Network Installation	Single Ethernet (Cat5e) socket/cable up to 100M - Ideal for when you require your router next to PC	Please note: Optional service, charged in addition to Standard or Premium installation.

## 7. Rental charges

		Lightstream Home	Lightstream Home Plus	Lightstream Home Xtra	Lightstream Home XL	Lightstream 350
		Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	£101.50
Cash / Cheque	Paper Bill	£34.00	£39.00	£43.00	£49.50	£101.50
	Online Bill	£32.00	£37.00	£41.00	£48.00	£100.00
Direct Debit	Paper Bill	£33.00	£38.00	£42.00	£48.50	£100.50
	Online Bill	£31.00	£36.00	£40.00	£47.00	£99.00

Rental charges apply per calendar month.

## 8. Service detail

	Lightstream Home	Lightstream Home Plus	Lightstream Home Xtra	Lightstream Home XL	Lightstream 350
Broadband					
Monthly Data Allowance	70GB	200GB	700GB	1500GB	750GB
Download Speed (FTTH)	50 Mbps	50Mbps	75Mbps	100Mbps	350 Mbps
Upload Speed (FTTH)	5 Mbps	5 Mbps	5 Mbps	5 Mbps	20 Mbps
Download Speed (FTTC)	Up to 50 Mbps	Up to 50 Mbps	Up to 75 Mbps	Up to 75 Mbps	Up to 75 Mbps
Upload Speed (FTTC)	Up to 5 Mbps	Up to 5 Mbps	Up to 5 Mbps	Up to 5 Mbps	Up to 20 Mbps
Other Features					
Mailboxes	5 POP3 mailboxes per account				
Mailbox Size	250 MB				
Webspace	50MB				
Email Anti-Virus / Anti-Spam	Yes				
IP Addresses	1 static IP address				
Free Technical Support	Yes				

## 9. Service options

	Service detail	Inc. VAT
Flexible contract options (one-off charge)	12 Month Contract	£95.00
	6 Month Contract	£190.00

## 10. Equipment charges

	Service detail	Inc. VAT
Lightstream Router	FTTH Router	£96.00
	FTTC Router	£96.00

## 11. Other charges

	Service detail	Inc. VAT
Usage outside Data Allowance	Charge per GB outside data allowance	£1.00
Downgrade Fee	Discretionary fee that may be charged for downgrading your service more than once during your contract term	£30.00
Reconnection Fee	Discretionary fee that may be charged following disconnection or suspension due to non-payment or abuse (such as copyright infringement, viruses etc)	£30.00

## 12. Early termination fees

Lightstream Home	Lightstream Home Plus	Lightstream Home Xtra	Lightstream Home XL	Lightstream 350
£11.42	£14.96	£17.80	£22.76	£59.59

These charges will apply for each month remaining on the contract and do not attract VAT.