

KCOM Business Lightstream Packages

1. Introduction & summary

Based on fibre optic technology, Lightstream provides superfast and ultrafast 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 (FTTP):** 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 premise, 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 (FTTP) technology, to enable customers to enjoy the best possible connection speeds.

2. Service description

The KCOM Business Lightstream service brings together your exchange line and ultrafast broadband, in one convenient package, on a single bill. The exchange line can either be a standard analogue line or a SmartComms line.

Where a SmartComms line is provided the following additional features are available:

- One free DECT telephone
- A voicemail box
- Remote Office to enable the line to be redirected to any telephone number
- Free Toolbar applications for PC and iPhone
- Maintenance of DECT base station

The SmartComms line is available only with FTTP (Fibre to the Premise) installations.



3. Call charges

Analogue Line:

- Customers can find associated call charges in the 'KCOM Phone Services' section on KCOM Business Price Manual

SmartComms 'One':

- The SC02 tariff applies for associated call charges. The SC02 tariff can be found in the SmartComms section on the KCOM Business Price Manual

4. Engineer visit and considerations

Customer Requirements:

- Ethernet LAN running TCP/IP (100 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 11ac standard. To optimize your wireless speed, you will require wireless 11ac adaptors or cards for your PC, rather than older and slower A, B, G & N standards. However, A, B and G standards will still work.
- All customers should consider the security of their PC. KCOM 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 installations require two power sockets for the Optical Network Terminal (ONT) and the supplied router.
- A SmartComms line requires two power sockets for the DECT phone and Base Station.

We will provide you with an AM or PM appointment. Missed appointment charges apply for any missed installation dates [here](#).

5. Connection charges

Roll-out Area	Office Light 250 (UL) Basic/Basic Plus/Essential	Office Pro 500 (UL) Basic/Basic Plus/Essential	Office Ultra 750 (UL) Basic/Basic Plus/Essential	Office Ultra 1Gb (UL) Basic/Basic Plus/Essential
	Ex VAT	Ex VAT	Ex VAT	Ex VAT
New Lightstream Package including either A SmartComms Or an Analogue Line (50 metres)	£216.00	£216.00	£216.00	£216.00
Existing Analogue Line with New Lightstream To Make Package (50 metres)	£120.00	£120.00	£120.00	£120.00
Migration of An Existing Analogue Line to A SmartComms Line with new Lightstream connection (50 metres)	£120.00	£120.00	£120.00	£120.00
Connection Upgrade (From any existing Lightstream service)	£120.00	£120.00	£120.00	£120.00
Connection Upgrade (From any existing Lightstream service & Analogue Line to package with a SmartComms Line)	£120.00	£120.00	£120.00	£120.00
Wireless Access Point with up to 50m cable connection to router	£250.00	£250.00	£250.00	£250.00
Router included with all new connections	ZyXEL/Technicolour Wireless router - no-NAT & multi-static IP capable (Engineer to install as part of connection charge)			

Non-Roll-out Area	Office Light 250 (UL) Basic/Basic Plus/Essential	Office Pro 500 (UL) Basic/Basic Plus/Essential	Office Ultra 750 (UL) Basic/Basic Plus/Essential	Office Ultra 1Gb (UL) Basic/Basic Plus/Essential
	Ex VAT	Ex VAT	Ex VAT	Ex VAT
Non-Roll-out Existing or New Duct Existing Analogue Line with New Lightstream To Make Package (50 metres) including Wireless Access Point with up to 50m install from router*	£3000.00	£3000.00	£3000.00	£3000.00

* Subject to Excess Construction Charges

6. Monthly rental & service features

Rentals: Analogue Line or SmartComms 'One'	Office Light 250 Unlimited			Office Pro 500 Unlimited			Office Ultra 750 Unlimited			Office Ultra 1Gb Unlimited		
	Basic	Basic Plus	Essential	Basic	Basic Plus	Essential	Basic	Basic Plus	Essential	Basic	Basic Plus	Essential
	Ex. VAT											
12 Month Contract	£65.00	£69.00	£70.00	£95.00	£99.00	£100.00	£125.00	£129.00	£130.00	£165.00	£169.00	£170.00
24 Month Contract	£55.00	£59.00	£60.00	£85.00	£89.00	£90.00	£110.00	£114.00	£115.00	£145.00	£149.00	£150.00
Out of Contract Charge*	£5.00											
Voice – For full voice tariff please click here												
inclusive mobile minutes	120	120	Unlimited	120	120	Unlimited	120	120	Unlimited	120	120	Unlimited
Broadband												
Monthly Data Allowance	Unlimited											
Speed Profile (down / up) Mbps	FTTP: 250 / 125 FTTC: up to 60 / up to 15			FTTP: 500 / 250 FTTC: up to 75 / up to 20			FTTP:750 / 375			FTTP: 1000 / 500		
Minimum Access Speeds (down / up) Mbps	FTTP: 60 / 15 FTTC: Check here			FTTP: 75 / 20 FTTC: Check here			FTTP: 100 / 30 FTTC: Check here			FTTP: 100 / 50 FTTC: Check here		
IP Addresses	As standard: single fixed IP address Subject to application and RIPE approval: multiple addresses up to /29 All provided IP addresses require a no-NAT configuration											
Other services												
Email	20 POP mail boxes Each with 10 email aliases and 250MB storage Email anti-spam and ant-virus protection, including end-user controls											
Basic web space	50MB basic web space											
Business web space	100MB business web space			500MB business web space			1Gbbusiness web space			1Gbbusiness web space		
Domain registration	Included .co.uk domain on request, subject to availability											

Payment options	Invoice or Direct Debit
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*If you do not renew your broadband contract after your minimum contract term, an additional charge of £5.00 will be applied to your monthly bill.

7. Service levels

	Office Light 250 Unlimited Basic/ Basic Plus / Essential - Office Pro 500 Unlimited Basic/ Basic Plus / Essential Office Ultra 750 Unlimited Basic/ Basic Plus / Essential - Office Ultra 1Gb Basic/ Basic Plus / Essential Unlimited
Qualification criteria	Customer must have a SmartComms Line or Analogue Line
Lightstream Technical Support	24x7 online fault logging Contact hours: Mon-Fri 08:00-21:00; Sat 09:00-17:00 Sundays & Bank Holidays: 10:00-18:00
Lightstream Service Level Agreement	Repair time: Next Working Day 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
Installation Lead Time	From 16 working days
Working days note	Next Working Day Repair excludes network outages or faults that require on-going monitoring Working days are Monday-Friday and exclude Bank and Public Holidays

8. Other charges

Service	Connection Charge	Monthly Rental
	Ex VAT	Ex VAT
Reconnection fee when moving premises (50 metres)	£120.00	N/A
Downgrade of service in contract	£180.00	N/A

Reconnection fee: for disconnection or suspension due to non-payment or abuse (i.e. copyright infringement, viruses, open proxy)	£25.00	N/A
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Additional One off Requirements	Connection Charge
	Ex VAT
Cat5e connection – Dual Ethernet socket and cable to 100m (90m usable) when your router needs to be located next to your PCs	£60.00
Replacement FTTC/FTTP Router (non-managed)	£80.00
Replacement FTTC/FTTP Router (non-managed) – including engineer installation	£96.00
Replacement DECT Telephone (for SmartComms only)	£59.00

Lightstream hardware

We will provide hardware to you, for you to use with the KCOM Business Lightstream service, you acknowledge that any free hardware provided shall remain the property of KCOM. 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.



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.

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

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.