

KCOM Business Lightstream Ultrafast

1. Service description

KCOM Business Lightstream Ultrafast services provide you with ultrafast broadband services using Fibre optics nearer to your premises to deliver faster broadband services than ADSL services.

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.

Customer Requirements

- A new or existing KCOM telephone line rental is required at the address of the KCOM Business Lightstream service.
- 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 N standards. To optimize 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. 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 customers will require two power sockets are required for the Optical Network Terminal (ONT) and the supplied router.

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 & hardware charges

Service	Homeworker 250	Office Light 250	Office Pro 500	Office Ultra 750	Office Ultra 1Gb
	Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT
Connection 50 metres (Upfront) - ONT and router are located together within 48 metres usable of fibre entrance	£120.00	£120.00	£120.00	£120.00	£120.00
Cat5e Connection - Dual Ethernet socket and cable to 100m (90m usable) when your router needs to be located next to your PC's	£60.00	£60.00	£60.00	£60.00	£60.00
Connection Upgrade (From any existing Lightstream service)	£120.00	£120.00	£120.00	£120.00	£120.00

Connection by Instalments (12 months) is available. However, customers applying for Superfast Britain vouchers should not take this option as they need to present the full connection charge on their initial bill to pay to claim the connection voucher.

Non-Roll-out Area	All tariffs
	Ex VAT
Non-Roll-out Connection Existing or non-existing Duct, New Lightstream Inc. Wireless Access Point with up to 50m install from router*	£3000.00

* Subject to Excess Construction Charges

4. Monthly Rental – Usage Tariffs

Service		Homeworker 250	Office Light 250	Office Pro 500	Office Ultra 750	Office Ultra 1Gb
		Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT
12-month contract		£30.00	£40.00	£70.00	£100.00	£140.00
24-month contract		£25.00	£30.00	£60.00	£85.00	£120.00
Out of Contract Charge*		£5.00 Ex VAT				
Monthly Download Allowance		80GB	150GB	600GB	600GB	750GB
Monthly Upload Allowance		Unlimited				
Additional Usage Charges per GB		£1.00				
Speed Profile	FTTP (Down)	250Mbps	250Mbps	500Mbps	750Mbps	1Gbps
Minimum Access Speed	FTTP (Down)	50Mbps	60Mbps	80Mbps	100Mbps	100Mbps
Speed Profile	FTTP (Up)	125Mbps	125Mbps	250Mbps	375Mbps	500Mbps
Minimum Access Speed	FTTP (Up)	10Mbps	15Mbps	20Mbps	30Mbps	50Mbps
IP Address		1 IP address only	Single or Multiple IP addresses up to /29			
Email		10 POP mailboxes, each with 10 aliases 250MB storage	20 POP mailboxes, each with 10 email aliases and 250MB storage			
Included Router		ZyXEL / Technicolour				
Basic Webspace		50MB basic webspace				
Business Webspace		N/A	100MB business webspace	500MB business webspace	1GB business webspace	1GB business webspace
Included Services		Email anti-spam and anti-virus protection	Email anti-spam and anti-virus protection. Free.co.uk domain			



*If you do not renew your broadband contract after your minimum contract term, an additional charge of £5.00 Ex VAT will be applied to your monthly bill.

5. Monthly rentals – unlimited tariffs

Service		Office Light 250 (UL)	Office Pro 500 (UL)	Office Ultra 750 (UL)	Office Ultra 1Gb (UL)
		Ex. VAT	Ex. VAT	Ex. VAT	Ex. VAT
12-month contract		£50.00	£80.00	£110.00	£150.00
24-month contract		£40.00	£70.00	£95.00	£130.00
Out of Contract Charge*		£5.00 Ex VAT			
Monthly Download Allowance		Unlimited			
Monthly Upload Allowance		Unlimited			
Speed Profile	FTTP (Down)	250Mbps	500Mbps	750Mbps	1Gbps
Minimum Access Speed	FTTP (Down)	60Mbps	80Mbps	100Mbps	100Mbps
Speed Profile	FTTP (Up)	125Mbps	250Mbps	375Mbps	500Mbps
Minimum Access Speed	FTTP (Up)	15Mbps	20Mbps	30Mbps	50Mbps
IP Address		Single or Multiple IP addresses up to /29			
Email		20 POP mailboxes, each with 10 email aliases and 250MB storage			
Included Router		ZyXEL / Technicolour			
Basic Webspace		50MB basic webspace	50MB basic webspace	50MB basic webspace	50MB basic webspace
Business Webspace		100MB business webspace	500MB business webspace	1GB business webspace	1GB business webspace
Included Services		Email anti-spam and anti-virus protection. Free .co.uk domain			



*If you do not renew your broadband contract after your minimum contract term, an additional charge of £5.00 Ex VAT will be applied to your monthly bill.

6. Service levels

Service	Homeworker 250 (Inc. Unlimited)	Office Light 250 (Inc. Unlimited)	Office Pro 500 (Inc. Unlimited)	Office Ultra 750 (Inc. Unlimited)	Office Ultra 1 GB (Inc. Unlimited)
Required Service	Residential Phone line	Business phone service			
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				
Service Level Agreement the KCOM Business Promise	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				
Managed Service	No				
Lead Time	46 days				

7. Notes

Our FTTP service requires a KCOM telephone line service to be situated at the premises. This can be an Analogue, ISDN, Centrex or SmartComms telephone line.

Homeworker can be billed to business with free summary billing.

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

Managed Light and Managed Pro customers receive a lifetime replacement router available whilst the customer remains a Business Lightstream Managed customer.



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

Additional One off Requirements	Connection Charge
	Ex VAT
Replacement FTTC/FTTP Router (non-managed)	£80.00
Replacement FTTC/FTTP Router (non-managed) – including engineer installation	£96.00

9. 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, excluding the KCOM Business Lightstream Managed service which we provide with a lifetime warranty on a suitable router.

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.

10. 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.

11. Customer availability & compatible services

KCOM Business Lightstream services are only available to business customers with a telephone line at the premises where this service is to be installed. Customers can contract for any business telephone service including Analogue, Centrex, ISDN2/2e, ISDN30/30e, or SmartComms telephone services. KCOM Business Lightstream prices apply to your high-speed Internet rental only, normal line rental and call charges apply to any telephony services you receive from KCOM over your telephone line.

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.