



Internet Connect UK

Internet Connect (UK) is a nationally available fast, dedicated and direct Leased Line connection outside the KCOM Original Licenced Area (OLA) to the Internet, designed with resilience and flexibility in mind.

Fibre Ethernet: Fibre Ethernet connections offer the fastest symmetrical speeds and highest reliability of all leased lines. Delivered over a dedicated 10Mb, 100Mb or 1Gb fibre optic bearer, it's completely uncontended, highly secure and flexible enough to rapidly increase bandwidth when needed.

EFM (Ethernet in the First Mile): EFM connections achieve symmetrical speeds of up to 35Mb using existing copper lines. EFM provides businesses with a resilient, cost-effective alternative to Fibre Ethernet lines with the added benefit of installation creating minimal disruption.

EFM has a two copper pair and a four copper pair option. This allows an automatic built in resilience if one copper pair fails; rather than the service being lost, it will continue running at a degraded speed until an engineer arrives to fix the copper pair. The speed that is achieved would be dependent on the speed of the remaining copper pairs.

Service Details

The Service is a dedicated connection between Your Site and the Network that provides direct access to the Internet using the Network and will be delivered via a digital fixed link and terminated on Network Terminating Equipment at Your Site.

Except where You have ordered a Wires Only Service, the Service includes a router device, located at Your Site that provides a TCP/IP Ethernet interface to Your network. This router device is owned by and is maintained by Us and allows Us to manage the Service, up to the Network Terminating Equipment, on Your behalf.

The Wires Only Service does not include the provision of any hardware, ADSL failover, PSTN line or Sentinel alerts. The Standard Service does not include the installation of the router or provision of ADSL failover or PSTN line unless requested

The configuration of the router is such that it does not provide security services that are intended to protect Your network from Internet abuse, computer viruses or any other computer misuse.

If required the Service includes the following services:

Primary and/or secondary DNS services

One domain name registration or transfer (additional registration and transfers are available as chargeable services)

There are no usage-related charges for the Service.



SNMP (Simple Network Management Protocol) Read-Only Access

This option gives You access to network performance data via the NTE router and allows You to gather Your own statistical information. This option is only available if You purchase a router from Us as part of the Services SNMP (Simple Network Management Protocol) Read-Only Access

ADSL Failover

Where You have chosen the Premium Service, in the event of an outage on the bearer/bandwidth the service will automatically failover to the ADSL service to provide you with internet access. The ADSL backup circuit will use the same IP address(es) for the main service resulting in no loss of service.

Once connectivity has been restored to the main bearer/bandwidth then all bandwidth will automatically route back through the main bearer without any loss of service.

ADSL Failover creates an emergency and temporary replacement for your main link in the event that Your main link fails. The ADSL Failover service does not perform to the same standard as the main link and You will therefore experience slower speeds.. You are advised to reduce Your internet usage where there is an outage on the bearer/bandwidth to avoid excessive loading of the ADSL link in a Failover situation.

The PSTN line is provided as part of a Premium Service. If You decide to supply the PSTN line for the ADSL Failover service then You are required to provide an adequate PSTN line for the ADSL Failover service at least 10 working days prior to Our proposed commencement date of the solution.



Connection Charges

Connection Fees – 12 months or 36 months	Bandwidth Speed	Internet Connect – Fibre Ethernet Wires Only		Internet Connect – Fibre Ethernet Premium		Internet Connect – EFM Standard 2 Pair		Internet Connect – EFM Premium 2 Pair		Internet Connect – EFM Standard 4 Pair		Internet Connect – EFM Premium 4 Pair	
		Ex VAT	Inc VAT	Ex VAT	Inc VAT	Exc VAT	Inc VAT	Ex VAT	Inc VAT	Ex VAT	Inc VAT	Ex VAT	Inc VAT
Install Cost 100Mb Bearer:	10Mb	POA	POA	POA	POA								
	20Mb	POA	POA	POA	POA								
	30Mb	POA	POA	POA	POA								
	40Mb	POA	POA	POA	POA								
	50Mb	POA	POA	POA	POA								
	100Mb	POA	POA	POA	POA								
Install Cost 1Gb Bearer	100Mb	POA	POA	POA	POA								
	200Mb	POA	POA	POA	POA								
	300Mb	POA	POA	POA	POA								
Install Cost – EFM 2 Pair	Upto 35Mb					POA	POA	POA	POA				
Install Cost – EFM 4 Pair	Upto 35Mb									POA	POA	POA	POA

Connection Fees – 12 or 36 months	Bandwidth Speed	Internet Connect – EoFTTC Wires Only		Internet Connect – EoFTTC Premium		Internet Connect – EoFTTC Standard	
		Ex VAT	Inc VAT	Ex VAT	Inc VAT	Exc VAT	Inc VAT
Install Cost	Up to 80Mbps down / 20Mbps up	POA	POA	POA	POA	POA	POA

Monthly Rental

Monthly Rental – 12 months or 36 months	Bandwidth Speed	Internet Connect – Fibre Ethernet Wires Only		Internet Connect – Fibre Ethernet Premium		Internet Connect – EFM Standard 2 Pair		Internet Connect – EFM Premium 2 Pair		Internet Connect – EFM Standard 4 Pair		Internet Connect – EFM Premium 4 Pair	
		Ex VAT	Inc VAT	Ex VAT	Inc VAT	Ex VAT	Inc VAT	Ex VAT	Inc VAT	Ex VAT	Inc VAT	Ex VAT	Inc VAT
100Mb Bearer:	10Mb	POA	POA	POA	POA								
	20Mb	POA	POA	POA	POA								
	30Mb	POA	POA	POA	POA								
	40Mb	POA	POA	POA	POA								
	50Mb	POA	POA	POA	POA								
	100Mb	POA	POA	POA	POA								
1Gb Bearer:	100Mb	POA	POA	POA	POA								
	200Mb	POA	POA	POA	POA								
	300Mb	POA	POA	POA	POA								
Monthly Rental – EFM	Upto 35Mb					POA	POA	POA	POA	POA	POA	POA	POA

Monthly Rental – 12 or 36 months	Bandwidth Speed	Internet Connect – EoFTTC Wires Only		Internet Connect – EoFTTC Premium		Internet Connect – EoFTTC Standard	
		Ex VAT	Inc VAT	Ex VAT	Inc VAT	Exc VAT	Inc VAT
EoFTTC	Up to 80Mbps down / 20Mbps up	POA	POA	POA	POA	POA	POA

Service Features

	Internet Connect – Fibre Ethernet Wires Only	Internet Connect – Fibre Ethernet Premium	Internet Connect – EFM Standard	Internet Connect – EFM Premium
Service Options	Standard Service	Premium Service	Standard Service	Premium Service
Hardware	No	Yes	Yes	Yes
Hardware Installation	No	Yes	No	Yes
PSTN for ADSL failover	Yes	Yes	Yes	Yes
SNMP Access	No	Optional	No	Optional
Usage Allowance	Unlimited			
IP Address	The number of static IP addresses allocated will be subject to your requirement and satisfactory compliance by the European IP registry agent, RIPE			
Managed Service	No			
Helpdesk	0845 122 5022			

	Internet Connect – EoFTTC Wires Only	Internet Connect – EoFTTC Premium	Internet Connect – EoFTTC Standard
Service Options	Standard Service	Premium Service	Standard Service
Hardware	No	Yes	Yes
Hardware Installation	No	Yes	No
PSTN for ADSL failover	Yes	Yes	Yes
SNMP Access	No	Optional	No
Usage Allowance	Unlimited		
IP Address	The number of static IP addresses allocated will be subject to your requirement and satisfactory compliance by the European IP registry agent, RIPE		
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