



Withdrawn

KC Ethernet Connect Assurance

Service description

KCOM Ethernet Connect Assurance (KCOM ECA) enables a customer to offer Ethernet based leased lines with CAS (T) compliance. KCOM provides the delivery platform, provisioning, installation, billing and fault management to the CP. It is the CP's responsibility to manage the relationship with the End User.

The service is provided with assurances of ISO27001 and CESG Assured Telecoms (CAS-T) certification. Utilisation of the KC ECA product over a KC point-to-point Ethernet Circuit within the KCOM Licenced Area provides a Layer-2 point to point 'Access Circuit' between end customer sites. For interface specifications and logical configuration see the Technical Characteristic Documents (CIP).

The KCOM ECA service can be used over a range of Access Circuit connection Options:

- Standard – a point to point Access Circuit with no resilience
- Diverse – two point to point circuits that do not use any of the same core infrastructure between different customer sites
- Resilient Diverse – two point to point circuits to the same customer site that connect to different KCOM exchanges but share the same Duct into the customer premises
- Resilient Fully Diverse - two point to point circuits to the same customer site that connect to different KCOM exchanges and use different Duct access into the customer premises

Please be aware that the charges below are for the KCOM ECA component only. KCOM ECA must be purchased in conjunction with a leased line of equal bandwidth. This KCOM ECA product can only be purchased at point of circuit order; it cannot be applied to a live Ethernet leased line.

Service charges

KCOM ECA Connection Charges

Connection Charge (Per Circuit) Ex VAT	Ethernet 10mb	Ethernet 100Mb	Ethernet 1GB	Ethernet 10Gb
	£250.00	£250.00	£250.00	£250.00

KCOM ECA Annual Rental Charges

Annual Rental (Per Circuit) Ex VAT	Ethernet 10mb	Ethernet 100Mb	Ethernet 1GB	Ethernet 10Gb
	£450.00	£450.00	£450.00	£450.00

Service levels

Service	Up to 10Gb Access or Bearer Circuits
Technical Support	UK-based 0800 (Freephone) 24 x 7 online and telephone fault logging
Service Level Agreement the KC Business Promise	Repair time: 5 clock hour repair, excluding network outages or faults that require on-going monitoring. 90% of calls answered in <30 sec 95% of emails replied to within 1 working day 85% of issues fixed at first point of contact
Lead Time	See underlying ECAS or EDAS access circuit

Early termination charges & notice

The Termination Payments are defined in the customer contract. They shall not exceed 100% of the aggregate annual charges paid, due or would have been payable under this service in the 12 months preceding the event giving rise to the liability (or if such event occurs during the first 12 months of the Term, the amount estimated to be paid in the first 12 months of the Term).