



# Lightstream Bundles – Not Available for New Supply

## 1. Introduction & summary

The KCOM Lightstream service brings together your phone and superfast broadband, in one convenient bundle, on a single bill. This document shows details of Lightstream bundle 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 Lightstream Bundles. Flexible contract options are available for an additional charge, and Early termination fees apply. Please see Service Options and Additional Charges sections of this document.

## 5. Connection charges

Lightstream Home	Lightstream Home Plus	Lightstream Home Xtra	Lightstream Home XL
Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
£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		
Home Network Installation	Single Ethernet (Cat5e) socket/cable up to 100M - Ideal for when you require your router next to PC	£60.00  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
		Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
Cash / Cheque	Paper Bill	£40.99	£45.49	£50.49	£55.98

Prices quoted above are if you receive a paper bill and do not pay your bill by Direct Debit. If you chose not to receive a paper bill you will receive a discount of £1.50. If you pay your bill by direct debit you will receive a discount of £1

Rental charges apply per calendar month.



## 8. Service detail

	Lightstream Home	Lightstream Home Plus	Lightstream Home Xtra	Lightstream Home XL			
<b>Calls</b>							
Free Local Calls	Yes (At All Times)						
Free UK Calls							
Free 084/087 Calls							
Free 197 Calls (Local Directory Enquiries)	Yes (Evening and Weekends)						
Free 118 288 Calls (UK Directory Enquiries)	No						
Free calls to UK Mobiles	120 minutes (Weekends)	180 minutes (Evenings and Weekends)					
<b>Value Added Services</b>							
Free Caller Display	Yes						
<b>Broadband</b>							
Monthly Data Allowance	70GB	200GB	700GB	1500GB			
Download Speed (FTTH)	50 Mbps	50Mbps	75Mbps	100Mbps			
Upload Speed (FTTH)	5 Mbps	5 Mbps	5 Mbps	5 Mbps			
Download Speed (FTTC)	Up to 50 Mbps	Up to 50 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			
<b>Other Features</b>							
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. Call charges

Lightstream Home	Lightstream Home Plus	Lightstream Home Xtra	Lightstream Home XL
Bundle includes Local, Evening & Weekend calls package		Bundle includes Anytime calls package	
See full call details <a href="#">here</a>		See full call details <a href="#">here</a>	

## 10. Service options

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

## 11. Equipment charges

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

## 12. 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

## 13. Early termination fees

Lightstream Home	Lightstream Home Plus	Lightstream Home Xtra	Lightstream Home XL
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£15.67	£18.50	£22.04	£25.58
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These charges will apply for each month remaining on the contract and do not attract VAT.