# KCOM Business Lightstream Bolt-Ons

## 1. Bolt-On Description

Bolt-On's can be purchased with or in association with any Business Lightstream package at any point within the Business Lightstream service contract. There are several Bolt-Ons available, of which there is no limit on how many can be associated per Business Lightstream service.

## 2. Bolt-Ons

Bolt-On's available are described in the below table

| Bolt On | | UK Landlines and Mobiles | | Enhanced SLA 1 | Enhanced SLA 2 |
|---|---|---|---|---|---|
| Description | | Includes unlimited calls to local, national and mobile numbers. See section 4 | | Same day fix Monday-Friday on faults reported before 12pm. If the fault is reported after 12pm, the fault will be prioritised to be fixed before 12pm the next working day. Please see table in section 3 below for the KCOM Service Standards. | Same day fix Monday-Sunday on faults reported before 12pm. If the fault is reported after 12pm, the fault will be prioritised to be fixed before 12pm the next day. Please see table in section 3 below for the KCOM Service Standards. |
| Monthly Price | Ex VAT | From 20/09/22 until 31/05/22 | £10.00 | £30.00 | £50.00 |
| | | 01/06/23 | £15.00 | | |
| Contract Term | | 12 months | | 12 months | 12 months |
| Early Termination Fee | | Customers who terminate before the end of their contract are subject to the costs of the service for the remainder of the contract term. | | Customers can terminate before the end of their contract by giving 30 days notice. If 30 days notice is given, they are not subject to any charges. | Customers can terminate before the end of their contract by giving 30 days notice. If 30 days notice is given, they are not subject to any charges. |

| Bolt On | Monitored Service | SC Solo Voice |
|---|---|---|
| Description | KCOM will provide the customer with a fully managed Cisco router which includes remote monitoring of availability of connection, diagnostics and remote fixes to minimise downtime. For a full list of features, see section 6. | VoIP product provided to customers where there is no copper analogue line |
| Monthly Price (ex. VAT) | £45.00 | Various. Please see table below |
| Contract Term | 24 months | Various. Please see table below |
| Early Termination Fee | Customers who terminate before the end of their contract are subject to the costs of the hardware for the remainder of the contract term. | |

**SC Solo Voice**

| Package Name | Solo Functional | Solo Fixed Extra | Solo Fixed Unlimited | Solo Mobility Extra | Solo Mobility Unlimited |
|---|---|---|---|---|---|
| | Ex VAT | Ex VAT | Ex VAT | Ex VAT | Ex VAT |
| 12-month term | | £10.00 | £14.00 | £12.00 | £15.00 |
| 24-month term | | £9.00 | £13.00 | £11.00 | £14.00 |
| Inclusive Calls | Pay As You Go | 3000 Minutes to UK Landlines and UK Mobiles | Unlimited Minutes to UK Landlines and UK Mobiles | 3000 Minutes to UK Landlines and UK Mobiles | Unlimited Minutes to UK Landlines and UK Mobiles |

## 3. Service Standards

Customers are offered a Business Service Level Agreement (SLA) as standard with all Business Lightstream packages. As an additional Bolt-On, customers can purchase enhanced SLAs with faster fixed times for each Lightstream connection. See table below for service descriptions for each.

| Service | All Business Lightstream Packages | Enhanced SLA 1 | Enhanced SLA 2 |
|---|---|---|---|
| Service Level Agreement the KCOM Business Promise | Repair time (or "TTRF"): Next Working Day [1]<br>85% of calls answered in <60 sec<br>95% of emails replied to within 1 working Day 75% of issues fixed at first point of contact | Repair time (or "TTRF"):<br>Same day fix, Monday – Friday [1][2]<br>90% of calls answered in <60 sec<br>95% of emails replied to within 1 working Day 85% of issues fixed at first point of contact | Repair time (or "TTRF"):<br>Same day fix, Monday – Sunday [1][3]<br>90% of calls answered in <60 sec<br>95% of emails replied to within 1 working Day 85% of issues fixed at first point of contact |

Notes

[1]Excluding network outages, telephony faults or faults that require ongoing monitoring, working days are Monday to Friday and exclude bank holidays
[2] Same day fix for faults reported before 1200 Monday to Friday
[3]Same day fix for faults reported before 1200 Monday to Sunday

## 4. Analogue Voice Bolt-on

All Lightstream packages require a business phone line. For a full list of charges applicable to an analogue line please visit the analogue pricing page **here.**

| | UK Landlines & Mobiles<br>(provided over an analogue line) |
|---|---|
| Monthly price | £10 |
| Business line rental | Included |
| Local calls | Unlimited* |
| National calls | Unlimited* |
| Mobile minutes | Unlimited |
| Contract length | 12 months** |
| Handset | Not included |

*For a full list of analogue call charges please see **here.**
**Voice Bolt-on can be added into Lightstream contract at any time but is subject to a full 12 month term with early termination fees.

## 5. Security Bolt-on

## Not available for new supply

| Bolt On | Security |
|---|---|
| Description | A fully managed internet security appliance which provides Unified Threat Management. For a full list of features, please see section 5.2.<br><br>**Not available for new supply** |
| Monthly Price (ex. VAT) | From £25.00<br>Please see breakdown in Section 5 |
| Contract Term | 12 months |
| Early Termination Fee | Customers who terminate before the end of their contract are subject to the costs of the hardware for the remainder of the contract term. |

KCOM Business Security Bolt-on's are designed to provide a fully managed internet security appliance.

Should an Enhanced SLA 1 or 2 not be purchased on the associated Lightstream service with the Security Bolt-on, the standard SLA will fall as default.

The Bolt-on features includes:

- SoHo Blue user managed security appliance including firewall & Unified Threat Management (UTM)
- Monthly subscription includes: (i) firewall hardware and hardware support, (ii) software updates/upgrades and (iii) installation and fault management
- In-warranty firewall swap-out by next working day

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## 5.1 Monthly Rentals

|  |  | Standard Licence; 10 devices | Premium Licence; 10 devices | Standard Licence; 25 devices | Premium Licence; 25 devices |
| --- | --- | --- | --- | --- | --- |
| Description | | SoHo Blue 10 user with a Standard licence | SoHo Blue 10 user with a Premium licence | SoHo Blue 25 user with a Standard licence | SoHo Blue 25 user with a Premium licence |
| Monthly Price | Ex. VAT | £25 | £32 | £42 | £57 |

## 5.2 Unified Threat Management features

Unified Threat Management (UTM) features include:

| Component | UTM Standard Pack | UTM Premium Pack |
| --- | --- | --- |
| Advanced Firewall | Yes | Yes |
| Premium Content Filtering - URL Filtering | Yes | Yes |
| Wide Area Network (WAN) Optimisation - caching | Yes | Yes |
| Email Anti-Virus | Yes – CLAM AV | Yes – Sophos AV |
| Email Anti-Spam | Yes | Yes |
| Email Policy Filtering | Yes | Yes |
| Software & Firmware Updates | Yes | Yes |
| Virtual Private Network (VPN) capable -OpenVPN | Yes | Yes |
| Anti-Spyware | No | Yes |
| Browsing Anti-Virus | No | Yes |
| Intrusion Detection/Prevention | No | Yes |

## 5.3 Other charges

| Service | Connection Charge | Monthly Rental |
|---|---|---|
| | Ex VAT | Ex VAT |
| Reconnection fee: for disconnection or suspension due to non-payment or abuse (i.e. copyright infringement, viruses, open proxy) | £25.00 | N/A |
| Firewall Config Standard Template Build | £0.00 | N/A |
| Bespoke Config & 12 Firewall rule changes per annum | N/A | £10.00 |
| Additional Firewall changes (Bespoke Config only) | £50.00 | N/A |

## 6. Monitored Service Bolt-on

KCOMs monitored service bolt-on is designed to ensure the customers downtime is kept to a minimum with remote monitoring from our customer service centre. This service is suitable for businesses who required the assurance of high service levels and have business critical processes that rely on their connectivity.

Should an Enhanced SLA 1 or 2 not be purchased on the associated Lightstream service with the Monitored Service Bolt-on, the standard SLA will fall as default.

Key features of the Monitored Service Bolt-on include:
- Fully managed Cisco router (which remains within the ownership of KCOM) with throughput download speeds of up to 900Mbps and upload speeds of up to 487Mbps)
- Lifetime replacement guarantee on router (whilst the customer remains a Monitored Service customer)
- Remote monitoring to monitor availability and minimise downtime
- Diagnostics of the customers connection
- Remote fixes in the event a network error occurs
- Basic integrated firewall

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## 6.1 Other charges

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| Service | Connection Charge | Monthly Rental |
|---|---|---|
| | Ex VAT | Ex VAT |
| Connection | £25.00 | N/A |
| 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 | N/A |
| Replacement Hardware including engineer re-install | £240.00 | N/A |
| Replacement Hardware (Monitored service router only) | N/A | N/A |
| Reconnection fee when moving premises (Monitored service only) | £55.00 | N/A |

## 7. Customer requirements

**For Security & Monitored Service Bolt-ons**

- 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 firewall/UTM appliance.

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## 8. Engineer visits

**For Security & Monitored Service Bolt-ons**

We will provide you with an AM or PM appointment for the installation of the Security Bolt-on service. Missed Appointment charges apply for any missed installation dates **here.** If a Lightstream service installation is also required, there will be a second appointment either on the same or following day to install the security appliance.

## 9. Hardware

All KCOM provided hardware shall remain the property of KCOM.
If the contract terminates or your service is cancelled you must allow access to the site to collect the hardware, if required.