



KCOM SMB: Lightstream Landlord

Introduction & Summary

The Lightstream Landlord service allows landlords (including student accommodation agencies) to resell inclusive a superfast fibre broadband service to the tenants in residential Landlord properties, on a single bill.

KCOM Landlord Lightstream is intended for use by residential landlords who want to provide a Fibre broadband service to the tenants who occupy their rented property. KCOM Landlord Lightstream is only available for use by landlords who rent out residential property, not commercial property.

You are entitled to make KCOM Landlord Lightstream services available for use by the tenants who occupy residential property that you rent out. However, you are not entitled to resell the KCOM Landlord Lightstream services on a more general basis. You must not make any wider commercial use of KCOM Landlord Lightstream services, and you must not allow your tenants to make commercial use of the KCOM Landlord Lightstream services.

Service description

Based on Fibre optic technology, Lightstream provides Fibre 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 Premise/Home (FTTP/H): This carries the Fibre all the way into the premise 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 property, 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 Premise/Home (FTTP/H) technology, to enable customers to enjoy the best possible connection speeds.

*KCOM reserves the right to choose the access method either through VoIP (Voice over Fibre) or Copper (Analogue) technology to provision the voice element of these services.



Engineer Visit

We will provide you with an AM or PM appointment at the installation address. Missed appointment charges apply for any missed installations dates [here](#).

Pricing

Prices detailed below are exclusive of VAT. They are based on payment by Direct Debit and with Online Billing, offering convenience and control. You can choose from a choice of payment dates to suit you and using KCOM Online you can view your account details whenever you want.

Connection & installation charges

Lightstream Landlord	Service Detail	Ex VAT
Lightstream Connection 50 metres (upfront)	Router/ONT are connected within 48M of Fibre entry point. Includes phone line install if required.	£50.00
Lightstream Take-over fee / Cease & New	Reactivation of broadband services whereby fibre is already available at the installation address	£20.00
Phone line Take-over fee	Required for Landlord Lightstream but all calls are blocked as Standard	£0.00
Phone line 'Full installation'	Required for Landlord Lightstream but all calls are blocked as standard.	£0.00
Optional Extras:		
Cat5e Connection	Dual Ethernet (Cat5e) socket/cable up to 100M (90m usable) - Ideal for when you require your router to a specific room. Please note: Optional service, charged in addition to Standard or Premium installation.	£60.00
Hardware Included	See table below	Included

Connection by Instalments (12 months) is available.

Equipment	FTTH/P Wireless Router Typical model: ZyXEL / Technicolor *
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* Subject to stock availability, alternatives may be provided. If this service is provided in an FTTC area, then an FTTC capable Wireless Router may be provided. A basic wireless router is provided as part of the service with a 12-month warranty. Replacement hardware is available at additional charges. See Equipment charges below.



Monthly Rental – Usage Tariffs

- Properties above 12 bedrooms must subscribe to multiple Lightstream services which KCOM may deploy using the same Optical Network Termination unit (ONT)

Monthly Rental		Landlord Basic	Landlord Super	Landlord Ultra	Landlord Giga
		Ex VAT	Ex VAT	Ex VAT	Ex VAT
12 Month Contract		£38.00	£42.00	£46.00	£75.00
Monthly Download Allowance		800GB	Unlimited	Unlimited	Unlimited
Fair Usage Policy (FUP)*		Yes	N/A		
Average Peak Time Speed ¹	FTTP/H (Down)	75Mbps	200Mbps	400Mbps	900Mbps
	FTTP/H (Up)	20Mbps	35Mbps	35Mbps	50Mbps
Average Peak Time Speed ¹ (Download/Upload Mbps)	FTTC/VDSL	75Mbps/20Mbps	N/A		
Minimum Access Speeds	FTTC/VDSL	Dependent on the site postcode but not less than 20Mbps	N/A		
IP Addresses		1 static IP address			
Direct Tech Support		£3.00	£3.00	£3.00	£0.00**
Free Landlord technical support		Yes			

Rental charges apply per Calendar month and are based on invoice and summary billing.

*Applies 18:00-00:00 | Usage above the monthly Data Allowance is not billed but the service will be reduced to download/upload speed profile of 10/1 Mbps for the remainder of the month.

** Only provided free when taken in conjunction with all landlord property estate

¹ Peak time is between the hours of noon and 2pm. The Average Peak Time Download/Upload Speed is the download/upload speed that 50% of our customers can expect during Peak Time.



Service Levels

Service	Landlord Basic	Landlord Super	Landlord Ultra	Landlord Giga
Required Service	Residential phone service (inclusive in Landlord packages)			
Technical Support	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: 2 Working Days 85% of calls answered <60sec 95% of emails replied to within 1 working day 75% of issues fixed at first point of contact	Repair time: Next Working Day 85% of calls answered <60sec 95% of emails replied to within 1 working day 75% of issues fixed at first point of contact		
Lead Time	46 days			

If a fault with the service occurs, you or the end user should try to resolve the faults by rebooting any affected routers or PCs before raising a fault with the KCOM Network Support team. We reserve the right to raise additional charges if faults are reported to the KCOM Network Support team which, upon investigation, are shown to be faults you or the end users could have resolved by re-booting the affected routers or PCs

You shall be responsible for ensuring that there is a recognized process by which end users can contact you about faults or services issues. The KCOM Network Support team will only liaise with you (our customer) in relation to faults or service issues; and not the end users (your tenants) unless we have specifically agreed to liaise directly with your end users. You will then have sole responsibility for any onward communication with your end users.

Other charges

Service Detail	Service Description	Ex VAT
Replacement Hardware FTTP/FTTC Router	Replacement router when damage has occurred.	£80.00
Replacement Hardware FTTP/FTTC Router – including engineer installation	Replacement router with engineer visit to install	£96.00
Downgrade Fee ***	Charged when package is changed within contract to a lower speed package.	£25.00
Reconnection Fee	To reconnect the broadband service when it has been disconnected due to no payment.	£25.00



Hardware

We will provide hardware to you, for you to use with the KCOM Landlord Lightstream service, you acknowledge that any 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.

Early termination charges

Customers on a 12 contract that terminate before the end of the contract are subject to the costs of the service for the remainder of the contract term.