

## KCOM Business Secure

### 1. Service Description

KCOM Business Secure includes a Next Generation Fire Wall (NGFW) that provides protection for SMB networks with on premise Hardware. It is configured and managed through a cloud based portal, Nebula. Nebula provides the ability to provision centralised security policies and manage basic network setting for all Nebula devices. This service is to be used in conjunction with an existing wireless or wired infrastructure either provided by KCOM, or a third party.

The service components comprise of inclusive Gold Security Pack licence and the supply of On-site equipment supported by the provision of installation. This is a supply only service; for an additional fee the customer can choose to purchase a security support solution and KCOM will manage the USG Flex Firewalls for the customer and support the services in-life (including replacement hardware\*).

Customer is required to have an active KCOM Business Lightstream service to run this network solution. Contract term is 24 months as standard.

### 2. Engineer Visit

Customers may require a site survey as well as an install in order to ensure optimum coverage from your KCOM Network solution. Charges for such surveys are detailed in Section 3.

### 3. Visit Charges

Visit type	One-off Charge (ex. VAT)
Survey	£100.00 <sup>1</sup>
Install	£50.00 <sup>2</sup>
Additional Cabling	POA

1 Customers who choose to purchase a Security solution with enhanced support through KCOM will have their survey fee waived and will only be charged an install fee.

2 An install charge will be incurred for each device or switch KCOM installs as part of the KCOM Business Secure Solution

### 4. Service Charges

Service	Throughput speed	Monthly Rental (ex.VAT)	One-off Purchase Price (ex.VAT)	Includes
USG Flex 100	300Mbps	£37.00	POA	• Gold security pack licencing for cloud-based Nebula portal <sup>1</sup>
USG Flex 200	600Mbps	£53.00	POA	
USG Flex 500	900Mbps	£72.00	POA	

<sup>1</sup>Licence contract term is 24 month. New licence required on expiry of 24 month term.

## 5. Service Levels

	Service Standards for KCOM provided hardware under this contract	
	Basic support	Enhanced support
<b>Technical Support</b>	N/A – Supply Only	Contact hours – Monday to Friday 0800 to 1800 Saturday 0800 to 1600
<b>Service Level Agreement</b>	N/A – Supply Only <sup>1</sup>	Repair time (or “TTR”); Next Working Day <sup>2</sup>
<b>Service Management</b>	Profile Application Nebula Access	Profile Application Content changes Policy updates Remote Monitoring Fault Alerts Remote Fix VPN Support (5 users) Switch Support
<b>Hardware Warranty</b>	Manufacturer warranty <sup>3</sup>	Replacement within 2 working days if hardware is proven faulty <sup>4</sup>
<b>Monthly Charge (Ex VAT)</b>	£0.00 - FoC	£15.00
<b>Minimum Term</b>	24m months	24 months

<sup>1</sup>Customer can purchase one-off Engineer visit described as “Standard Visit Charge” per section 7

<sup>2</sup>Excludes network outages or faults that require ongoing monitoring, working days are Monday to Friday and exclude Bank Holidays

<sup>3</sup>You will receive the benefit of any manufacturer warranty for the equipment. You will be required to liaise directly with the third party in order to redeem this warranty.

<sup>4</sup>KCOM will replace any faulty USG Flex Devices within 2 working days for the duration of the contract period

### Profile Application

KCOM will apply the default security configuration to the device which will help to secure your network against malware and other security threats.

### Content changes

KCOM will, at your request, add or remove URLs you wish to block/unblock content from.

### Policy updates

KCOM will ensure your device firmware and security definitions are updated in line with latest stable releases, helping to keep your network protected.

### Remote Fix

When notified by a customer of an issue with our KCOM network solution, we will attempt to fix the issue remotely (also known as a break-fix approach). In the event, that a fix cannot be completed remotely an engineer visit will be arranged with the customer.

### Remote Monitoring

Where KCOM identifies issues that may be impacting security performance through routine testing and regular monitoring, KCOM will remote fix these issues, we are under no obligation to notify the end user but will endeavour to do so where possible.

## VPN Support

KCOM will offer VPN (Virtual Private Network) support for up to 5 users on Windows and Mac devices. Users will benefit from first line support, password recovery and re-authentication. Where there is a requirement for more than 5 users or mobile users contact us for a solution.

## Switch Support

Where a switch is provided as part of the KCOM Business Security solution. KCOM will maintain these switches as part of the solution included under the Enhanced Service level option. Switches provide additional ethernet ports to meet your connectivity requirements. Support will include first line support, remote fix and remote monitoring. Please note: Switch hardware is charged separately, charges will be additional to security service charges detailed in section 4.

## 6. Other Charges

	<b>One-off Charge</b> Ex VAT
Standard Visit Charge	£100.00
Missed Appointment Charge	£100.00
Aborted Visit Charge	£100.00

## 7. Hardware

We will provide the hardware to you for use as a Network Security Solution with your Internet connection. You must acknowledge that any hardware provided will remain the property of KCOM unless you have paid outright for it.

If you purchase hardware to use with the device from KCOM outright or are required to purchase replacement hardware after the initial 24 months contract term, the ownership of the hardware shall be yours once you have paid for the hardware in full. We will assign the benefit of any product warranties given by the manufacturer or supplier of the hardware to you.

- Where KCOM retain ownership of hardware:

If your 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 duration of the 24 month contract with a new or as new hardware of similar specification as the hardware being replaced.

You shall be entitled to replacement hardware if You experience any problems with the Hardware during the initial 24 month period following on from the date on which We supply the Hardware to You, if such problems can be attributed to any defects with the materials or manufacture of the Hardware. Following the warranty period, you will be required to purchase replacement hardware or re-contract.

## **8. Early Termination Charges**

Customers on a 24 months contract that terminate before the end of the contract are subject to the cost of the service for the remainder of the contract term.