



KCOM wholesale

Ancillary Services

Ancillary Services provide you with additional flexibility to manage your connectivity over the KCOM network.

By locating your equipment in KCOM exchanges you can directly access the following services and choose how you wish to transport them to your network :

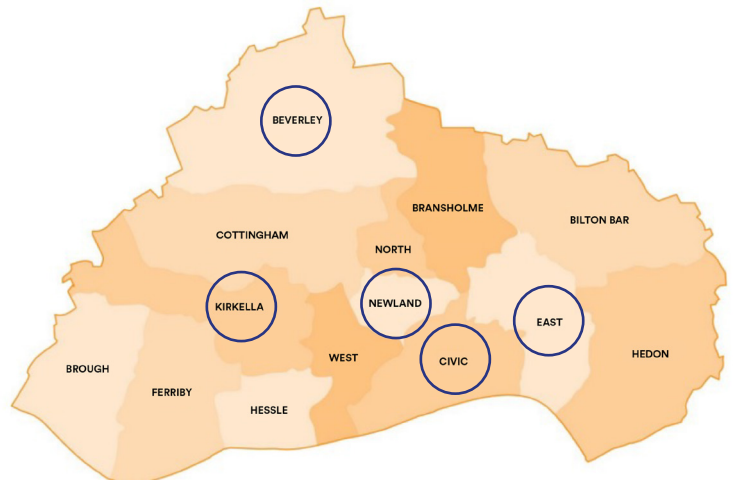
- > Leased Line Services:
 - > Ethernet point to point;
 - > Ethernet point to multipoint
 - > Ethernet meshed networks
 - > Wave division services
- > Internet Access Services;
- > Layer 2 broadband products
- > Dark Fibre

There are three distinct components.

Co-Location - Internal Cable Connect - Exterior Cable Connect

Co-location Services

Available at five exchange locations within Hull
Beverley, Civic,
East, Kirkella,
Newland



Internal Cable Connect

Connectivity between the Layer 2 aggregation of unbundled broadband, KCOM's Wholesale Fibre Line Local Access (WFLLA), or the Optical Distribution Frame (ODF), and Your own Equipment in your Co-location rack(s);

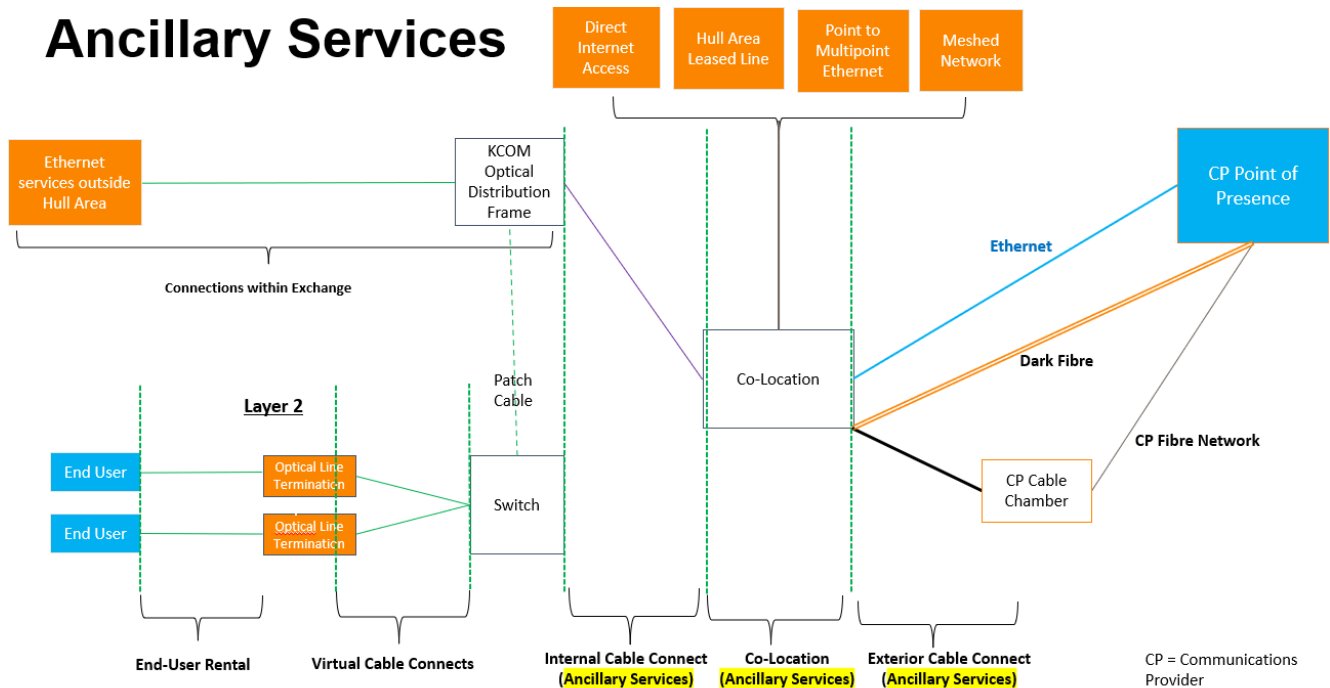
Exterior Cable Connect

Connectivity between your Hand-Over Box, located either within the curtilage of the same Exchange Site or at a specified location within 100 metres of the curtilage of the same Exchange Site, and your Co-location rack(s).

Full technical specifications are provided for the Exterior Cable Connect in the Customer Interface Publications: [CIP043 exterior-cable-connect-kch_cip_043_v1-0.pdf \(kcom.com\)](#)



Schematic of Ancillary Services Delivery



Ancillary Services are offered only in the Hull Area. The Hull Area is defined as the 'Licensed Area' in the licence granted on November 1987 by the Secretary of State.



Key features:

Service	Description	Options
Co-location Hostel	i. Equipment rack ii. Power sockets, lighting and cable management iii. AC Power iv. Cooling	i. DC Power ii. Power sub meters iii. Stand-by power iv. Lockable cabinet doors
Assisted Site Service for deliveries in initial set-up		
Site access	Access control (24/7)	Escorted access
Exterior Cable Connect	i. Provision of duct infrastructure from the Hand-Over Box to the exchange chamber ii. 24 or 48 fibre cable from exchange chamber to Co-location Hostel	
Internal Cable Connect	24 or 48 fibre cable from Co-location Hostel to ODF at edge of network where required for selected connecting service	

Key Benefits

Increased flexibility to tailor CP services to end users		
24 /7 access to CP Equipment Room		
Base unit area dimensions 600mm x 600mm		
KCOM Technical Support Team		Second line support on 0800 7022000
Proposed Start Date		To be confirmed on Order for Services (dependent upon works required in accommodation area).
Support		24/7/365
Repair Time	Co-Location	Priority A faults within 5 clock hours of fault report * Priority B faults within 24 clock hours of fault report **
	Power	Availability over calendar month greater than 99.741%
	Cable Connect	Within 5 clock hours (measured 24 hours a day, 7 days a week, Public and Bank Holidays included)
Service Level Guarantees		Documented compensation scheme for breach
Resilience		Standby Power option

* Priority A

Any fault causing total loss of the connected services

**Priority B

Any fault causing total loss of the connected services to a single End User

Contractual documentation is available at [Ancillary Services | KCOM](#)

Tariffs

Pricing is defined in the Price List at [Ancillary Services](#)

For further information please contact our sales team at wholesalesales@kcom.com

