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KCOM Ethernet Point to Point

Ethernet Connect Access Service (ECAS)
Ethernet Direct Access Service (EDAS)
Expansion Area Leased Lines (EA)
Wholesale National Leased Lines

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Ethernet services provide managed point to point ethernet delivery and are suitable to support all your next generation voice and data services. They are available throughout the KCOM network and nationally utilising our partner networks:
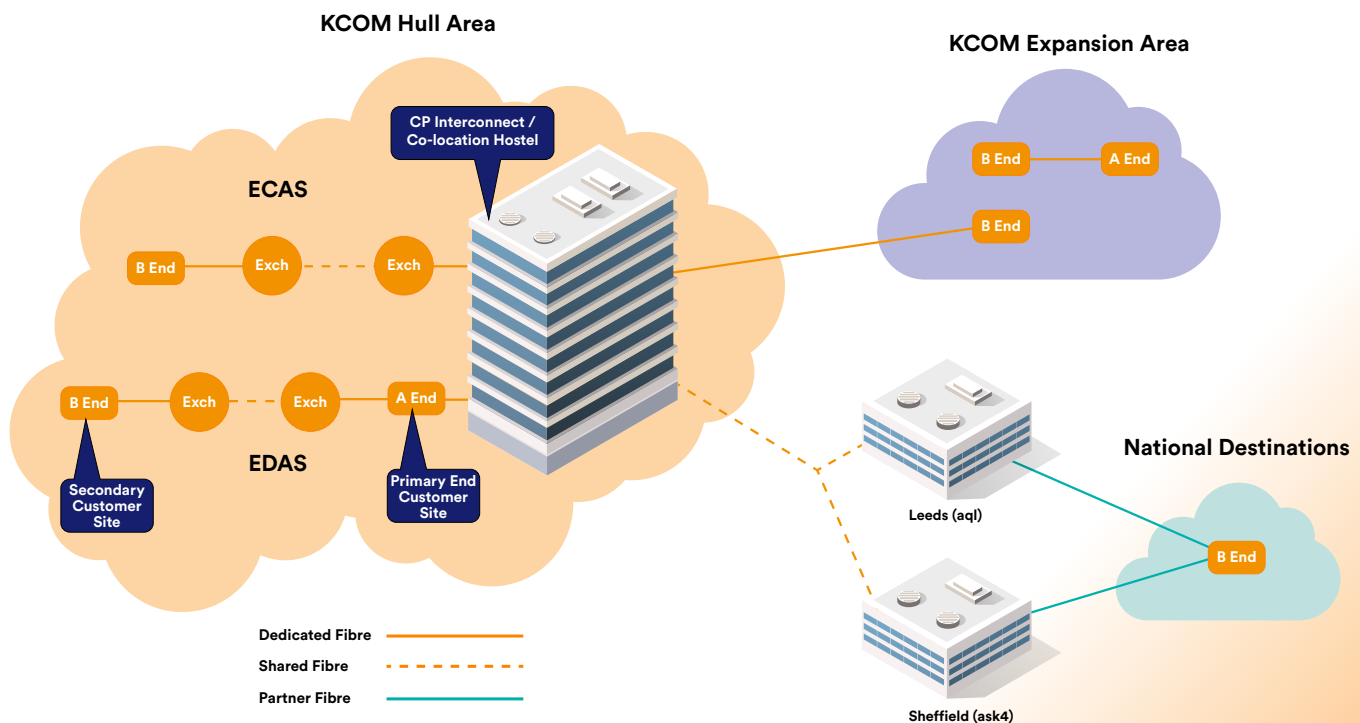
Hull Area

ECAS A End in Hull to KCOM Hull exchange for interconnection to a national delivery service or a CP Co-location Hostel; or

EDAS   A End and B End in Hull Area.

National destinations

KCOM provides national coverage through its national partners including Lumen, Cityfibre and BT Wholesale

The network services provided have received accreditation against ISO270001. For more details on the ISO27001 standard, please refer in the first instance to:
https://www.iso.org/isoiec-27001-information-security.html

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Key Features

Suitable for data applications requiring guaranteed speeds and assured uptime	
Flexibility	Ubiquitous coverage of Hull area and material coverage in surrounding areas
	Nationwide reach
Secure, uncontended data transmission	Between end user sites; or
	To a CP's point of interconnect
	Range of access bandwidths 10Mb/s – 100Gb/s
Support	KCOM Field Engineering teams for Installation and Repair –local dedicated teams to ensure on time delivery and performance.
	Managed Customer Premise Equipment for prompt diagnosis and repair

Full technical specifications are recorded in the Customer Interface Publications :

CIP035 KCOM Ethernet Connect Access Service (ECAS) and Ethernet Direct Access Service (EDAS): 035_kch_cip_035_v12-ecas-edas.pdf (kcom.com)

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Equipment provided	Adva network termination equipment (robust carrier grade)
KCOM Technical Support Team	Second line support on 0800 7022000
Installation Lead Times	1Gb/s and below 42 Working Days 10Gb/s and above 75 Working Days
Support	24 × 7 × 365 CP Technical Support Desk
Repair Time	5 Clock Hour SLA 24 × 7 × 365
Service Level Guarantees	Documented compensation scheme for breach
Availability	Hull, East Yorkshire and North Lincolnshire*
Resilience	Available on request
Minimum Contract Term	12 Months
Contractual documentation > Hull Area > Expansion Area / National services	Data Connectivity Document page | KCOM Reseller Agreement for Non Reference Offer Ethernet Based Services

*National coverage options available using our carrier partners

Other Features

Utilises OFCOM Reference Offer for full service reassurance

Real time access to fault tracking via portal

Dedicated account management and completely unscripted UK based technical support answered within the Hull area

Own staff deployed throughout service

90% of all calls answered within 30 seconds and average wait times for all calls less than 60 seconds

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Off net

Dedicated account team manage full service with partners

Interface Equipment

The CP connection is presented as standard as a Physical RJ45 copper connection with an additional option of a SFP based fibre at single-mode or multi-mode at 1000Mb. The port speed is as per the product description and ranges from 100Mb to 1Gb.

Availability	ECAS / EDAS				
	Expansion Area			EA subject to survey	Not available in EA
Access Port Speed	10Mb	100Mbps	1Gbps	10Gbps	100Gbps
Interface option(s)	10BaseTX	100BaseTX	1000 BaseLX (SMF) 1000 BaseSX (MMF) 1000 BaseTX (RJ45)	10GBASE (SMF)	
Connector	RJ45	RJ45	Dual LC (Fibre) RJ45 (Copper)	Dual LC (Fibre)	

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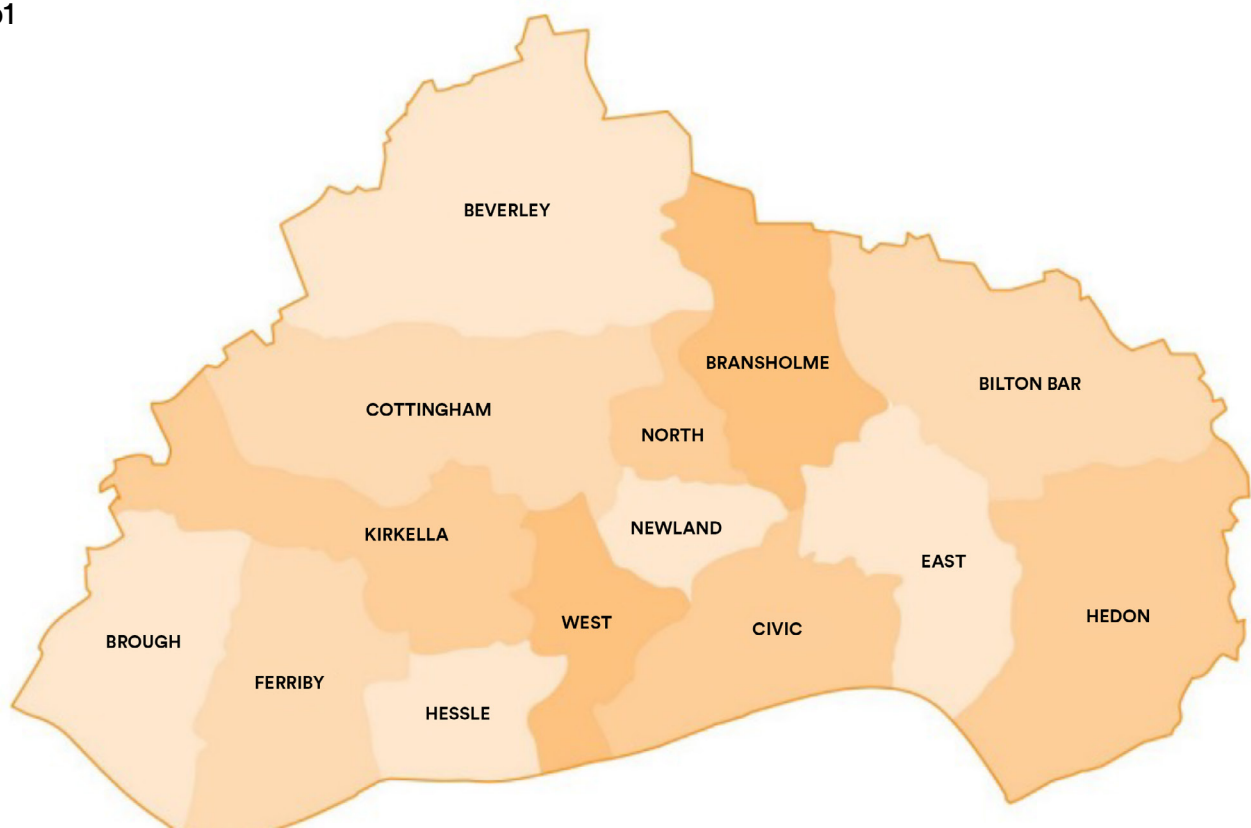| Transmission Details	
Carrier grade solution	ADVA FSP 150 technology is designed for intelligent service demarcation at the edge of the network. Comprehensive assurance functions and precise timing capabilities ensure high levels of stability.
Universal use	Robust security - ADVA's ConnectGuard™ Ethernet provides a secure solution to protect data over untrusted networks. ADVA provides regular security updates to network elements. It operates a system where security vulnerabilities are investigated promptly with an impact analysis, risk assessment and recommended procedure to address the vulnerability. Its equipment can provide network layer encryption as a service enhancement.
ADVA ConnectGuard™ security	Robust security - ADVA's ConnectGuard™ Ethernet provides a secure solution to protect data over untrusted networks. ADVA provides regular security updates to network elements. It operates a system where security vulnerabilities are investigated promptly with an impact analysis, risk assessment and recommended procedure to address the vulnerability. Its equipment can provide network layer encryption as a service enhancement.
Service Level Monitoring	ADVA FSP 150 technology is designed for intelligent service demarcation at the edge of the network. Comprehensive assurance functions and precise timing capabilities ensure high levels of stability.
Timing excellence	Many business sectors are now demanding the support of network-based timing transport, and KCOM's network has been designed to meet this requirement with ADVA network elements that can deliver Synchronous Ethernet and Precision Time Protocol as a service.
Temperature environmentally hardened	The latest generation of ADVA FSP 150-XG400 Series equipment is designed to provide high-bandwidth capacity services with environmental hardening for streetside locations. FSP 150 devices offer fanless operations, ex-tended temperature range and low power consumption.
Ensemble management and control	KCOM service offerings leverage ADVA's FSP 3000 open optical networking technology portfolio. Deployed in KCOM's core network, this ensures service resilience over greater distances throughout East Yorkshire and surrounding areas. The core network is composed of multi-degree ROADM equipment, providing easy scale for up to 400Gbit/s coherent wavelengths, all managed by ADVA's Ensemble Controller network management solution with point-and-click provisioning of services

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Diversity

Diverse routing is available on a bespoke basis from different fibres to fully diverse site entries and diverse exchange routing. Please enquire further with your KCOM account representative.

Area Definitions

Hull Area
The Hull Area is defined as the 'Licensed Area' in the licence granted in November1987. Map 1 illustrates the exchanges within the licensed area.
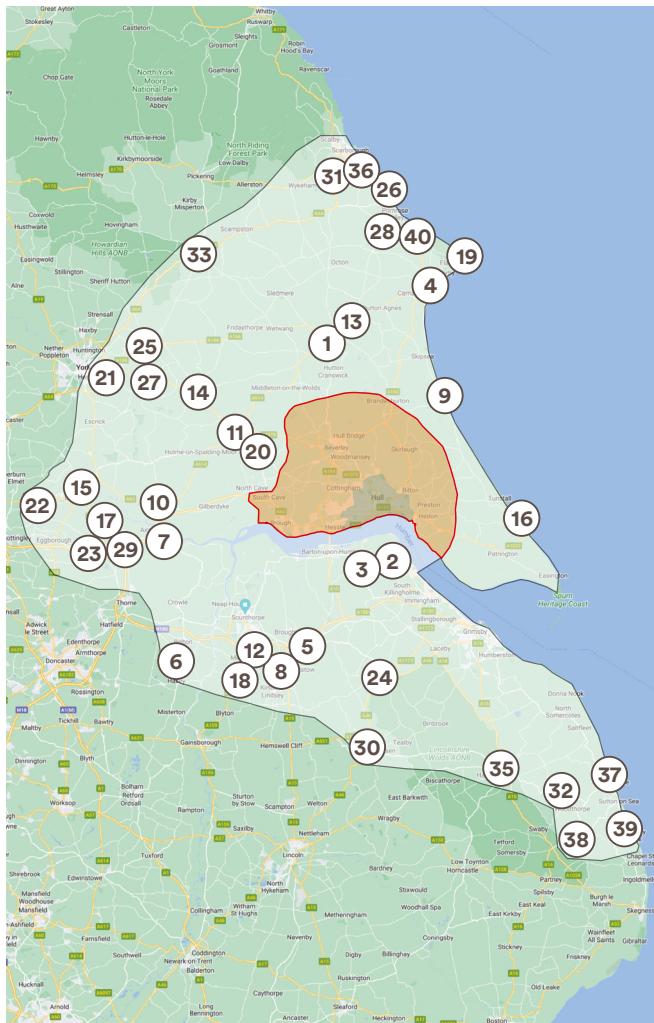
Map1

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Expansion Area

The Expansion Area constitutes those areas where KCOM has built its network outside the area defined as the 'Hull Area' above. This network is expanding and currently operates in the East Riding of Yorkshire and North East Lincolnshire as illustrated in Map 2.

Map2

Phase 1			
Order	Area	Released Property Count	Status
1	Driffield	6519	Complete
2	Barrow/Goxhill	922	Completed
3	Barton	3710	Completed
4	Bridlington	16589	Completed
5	Brigg/Broughton	5481	Completed
6	Epworth / Haxey / Crowle	4001	Completed
7	Goole	8863	Completed
8	Hibaldstow / Kirton in Linsey/Scawby	2452	Completed
9	Hornsea	4346	Completed
10	Howden	2048	Completed
11	Market Weighton	3272	Completed
12	Messingham	1591	Completed
13	Nafferton	1066	Completed
14	Pocklington	4260	Completed
15	Selby	8708	Completed
16	Withernsea	2990	Completed
	Total	76818	

Phase 2			
Order	Area	Planned premise volumes	ETC
17	Brayton	1709	17-Jul-23
18	Scotter	1339	23-Aug-23
19	Flamborough	1395	29-Aug-23
20	Thorpe Willerby	1818	17-Oct-23
21	Dunnington	1450	17-Oct-23
22	Hambleton	647	15-Nov-23
23	Snaith & Cowick	1696	11-Dec-23
24	Caistor	1444	12-Jan-24
25	Stamford Bridge	1921	22-Jan-24
26	Filey	5763	26-Jan-24
27	Wilberforss	599	22-Feb-24
28	Hunmanby	1674	23-Apr-24
29	Camblesforth	258	17-May-24
30	Market Rasen	3229	6-Jun-24
31	East Ayton	1379	18-Jun-24
32	Withern	214	20-Jun-24
33	Malton & Norton on Derwent	9756	14-Aug-24
34	Seamer & Irton	1389	21-Aug-24
35	Louth	4500	10-Sep-24
36	Crossgates	688	24-Oct-24
37	Mablethorpe & Sutton	7064	13-Dec-24
38	Alford	2037	22-Jan-25
39	Eastfield	3410	19-Mar-25
40	Cayton	1183	26-Mar-25
	Total	56,562	

For Point to Multi-point ethernet networks please see :
> Ethernet Network to Network Interface (ENNI); or
> Virtual Private LAN Services (VPLS)

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