

Connect Broadband Fibre Residential

What is the Connect Broadband Fibre Residential product?

Connect Broadband Fibre Residential is KCOM's 'white label' reseller product that we make available to Communications Providers (CPs)¹ who have signed the relevant Reseller Agreement with Us. Connect Broadband Fibre Residential enables You the reseller to offer fibre broadband services direct to Your residential customers and gives you control over sales, customer billing, first line customer support. We also provide the option for You to provide customers with hardware (Customer Premise Equipment (CPE)) in the form of a modem, and to configure this CPE, as well as providing all sundry items necessary to provide a useable service.

Connect Broadband Fibre Residential is available in the Hull Area and when You place orders for the product that qualify for a discount on the standard retail rental price that we charge to our Lightstream consumer customers.

Connect Broadband Fibre Residential uses one of two types of technology to deliver broadband services to Your Customers: -

- Fibre to the Premises (FTTP) - a fibre installation directly to the Customer's premises (speeds are not affected by distance from the network); or
- Very High Speed Digital Subscriber Line (VDSL)² – where fibre is connected to the nearest distribution 'cabinet' and from there to Your Customer's premises, using a copper line. As such, the speed of this part fibre solution is affected by distance of the copper line from the cabinet, and is therefore quoted in a similar way to standard broadband as an 'up to' speed. This VDSL technology is able to support up to 75Mbps.

Wherever possible we use FTTP technology, to enable customers to enjoy the best possible connection speeds. However, in a limited set of circumstances we do provide broadband services using VDSL technology.

¹ A CP is defined in section 405(1) of the Communications Act 2003 (the 'Act') as a person who (within the meaning of section 32(4)) Act provides an electronic communications network or an electronic communications service. This is a broad definition and includes any person that operates a network or service, even if it is a private network or service not available to the public.

² VDSL technology is alternatively referred to as 'part fibre' or Fibre to The Cabinet (FTTC) technology to denote the fact that fibre is used to provide connectivity the primary connection point from the exchange.

There are two service types available:

- Connect Broadband Fibre Residential Bundles – These services incorporate KCOM Network access, connectivity and calls (provided that the customer does not make calls that are not included within the relevant bundle where such calls shall be chargeable).
- Connect Broadband Fibre Residential Packages – These services incorporate KCOM network access and connectivity. A Customer will still be able to make calls using the Broadband Fibre Residential Package Services, but these will either be:
 - i. Charged on a pence-per-minute as set out in the Price Manual; or
 - ii. Where You have ordered Calls Bolt-ons on behalf of the Customer, charged at the rate for the applicable Calls Bolt-ons charge set out in the Price Manual.

We offer two alternative installation solutions for Connect Broadband Fibre Residential:

1. The first connection option provides You with a KCOM managed installation which includes the provision and configuration of a KCOM supplied router by one of Our engineers.
2. The second connection option provides You with the ability to supply your Customer with your own CPE (i.e. router and VDSL microfilters)³ and to configure it Yourself. This second connection option requires You to ensure the router that You provide to Your Customer is compatible with the KCOM Fibre Network. This option also means that You will be responsible for all enquiries from Your Customers regarding the performance of the router that You supply.⁴

As we noted above, Connect Broadband Fibre Residential allows You to take ownership of the retail relationship with residential customers including sales, billing and first line support. As a reseller You are responsible for billing Your customers. KCOM will charge You monthly rental charges for broadband in advance. (Line rental, like Connect Broadband Fibre Residential, is billed in advance. Where You are also taking call services from KCOM then, We will bill those calls in arrears monthly.)

³ In our newer installations we install a VDSL microfilter faceplate rather than using in-line microfilters. We will confirm whether the customer has one of these installed when you place an order with us.

⁴ In this instance, where FTTP is installed KCOM will need to enter the premise and install the NTE. Where the broadband connection is provided In VDSL the engineer may not need to attend the premise, making the installation live by making the connection at the primary connection point (i.e. VDSL cabinet).

Who can buy Connect Broadband Fibre Residential?

Connect Broadband Fibre Residential is only available to CPs who have signed the relevant Reseller Agreement with KCOM.

How do I become a reseller?

You can become a reseller customer if You are a CP. Please get in touch with Chris or Clive from KCOM's Wholesale Sales team who will be able to help you: -

Chris Dingle (chris.dingle@kcom.com) – 07718 601057

Clive Petty (clive.petty@kcom.com) - 07769 670795

Will an equivalent product be launched for ADSL technology?

KCOM currently offers the wholesale product, IP Line, which allows a reseller to offer residential services. Currently KCOM does not offer retail minus variant of residential ADSL. However, if you have any interest in this type of product, please contact your KCOM Wholesale Account Manager to make a request for network access and / or to discuss it.

Can I take a fibre broadband only service, without telephone?

KCOM does not currently have plans to offer a broadband-only service as a variant to the Connect Broadband Fibre products and we do not currently offer this type of service to Our retail customers. However, if you have any interest in this type of product, please contact your KCOM Wholesale Account Manager to discuss it.

Where can I find the pricing? / What is the cost?

Prices for the packages and bundles can be found on the KCOM website at these links <http://pricing.kcomhome.com/wholesale/broadband-services/broadband-packages/> and <http://pricing.kcomhome.com/wholesale/bundles/connect-fibre-bundles/>. The special offers can also be found on the KCOM website at this link <http://pricing.kcomhome.com/wholesale/special-offers/special-offers/>.

What is the connection charge?

Prices for the packages and bundles can be found on the KCOM website at these links <http://pricing.kcomhome.com/wholesale/broadband-services/broadband-packages/> and <http://pricing.kcomhome.com/wholesale/bundles/connect-fibre-bundles/>. The special offers can also be found on the KCOM website at this link <http://pricing.kcomhome.com/wholesale/special-offers/special-offers/>.

Where can I find the service description, pricing and / or more information?

Connect Broadband Fibre Residential product information and pricing is published on KCOM's website at these links <http://pricing.kcomhome.com/wholesale/broadband-services/broadband-packages/> and <http://pricing.kcomhome.com/wholesale/bundles/connect-fibre-bundles/>. The special offers can also be found on the KCOM website at this link <http://pricing.kcomhome.com/wholesale/special-offers/special-offers/>. If you would like additional information, or would like to discuss the service in further detail then please get in touch with your KCOM Wholesale Account Manager who'll be able to assist you.

When can I advertise my prices?

You can advertise your own prices when you are ready to do so but you will not be able to order the product before 8 March 2018.

When can I order the product?

Connect Broadband Fibre Residential will be available for You to order as one of Our recognised reseller customers (i.e. we have a contract under the terms of the Reseller Agreement) from 8 March 2018.

Who manages the installation? / What happens during installation?

We will provide you with the date of an engineer visit and appointments are allocated based on the following slots (including Saturdays): -

- Morning (AM) - Between 8:00 and 12:00
- Afternoon (PM) - Between 12:00 and 16:00
- Evening (EVE) - Between 16:00 and 18:00 (available Monday to Friday only)

You are responsible for communicating this information to Your Customer.

Where We have made a scheduled appointment with You for either (i) the installation of the Services at a Customer's premises or (ii) the resolution of a fault with the Services at a Customer's premises, it is Your responsibility to inform Your Customer of the date and time of the appointment. You will be subject to a Missed Appointment Charge as set out in the Price Manual if one of Our engineers has been dispatched to a Customer address and:

- The appointment is cancelled by You and/or Your Customer after the engineer has been dispatched;
- The person in attendance at the Customer's premises is under the age of 18;
- There is no one at the Customer's premises;
- There is no one at the Customer's premises who knows what work is required or who is otherwise authorised to agree it
- You and/or Your Customer ask Our engineer to call back at an alternative time
- Our engineer is refused entry to the Customer's premises.
- There are no suitable or there are insufficient power sockets

The Missed Appointment Charge related to any of the reasons above is £100 excluding VAT.

If you cancel the order two or more working days after the order is placed, you will be charged £6.00 excluding VAT

Where You do not purchase a router from Us, We shall ensure that the Services are successfully delivered to the Optical Network Terminal (ONT) that We will install at the Customer's premises. You acknowledge and agree that in order for the Customer to be able to use the Services, You will need to install and connect a router that is compatible with the Services to the ONT. Furthermore, You acknowledge and agree that the Customer will not have a working broadband service and will not have access to internet services until such time as You connect a router to the ONT installed at the Customer's premises.

If a Customer is connected to the KCOM Network via an overhead feed, the entry point for a fibre connection will be located approximately 1 meter from the ground directly below where the existing service first makes contact with the Customer's property.

If a Customer is connected to the KCOM Network via an underground feed, the entry point for the Customer's network connection will not change and will continue to be located directly above the duct entry.

Any existing termination point will not be moved unless there is a safe access problem.

Some properties might only have fibre connections. The following applies in respect to these properties:

If You order telephony or broadband services then they will be provided over fibre and We will not install a copper exchange line.

Telephony services provided over fibre will be the same as those provided over a copper exchange line except where We state any differences within the Agreement or the Price Manual or otherwise.

What are the Customer / End User requirements?

In order to deliver the Services, You acknowledge that the Customer / End User must have:

- a new or existing KCOM exchange line at the Customer address where the Services will be installed; and
- an internet-ready device.

Where You require Us to supply a router for use with the Services, We provide a dual band router to wireless 2.4 and 5Ghz standards. To optimise the wireless speed Your Customer will require wireless AC adaptors or cards for their PC.

We would remind You that all Customers should consider the security of their PC. We recommend the use of current anti-virus software and firewall protection. Email anti-virus protection is provided with email Post Office Protocol (POP) accounts. Where the Services are delivered using FTTP, Your Customers will require two functioning power sockets for the ONT and the router. Where the Services are delivered using VDSL/FTTC, Your Customers will require a single power socket for the VDSL/FTTC router and a VDSL/FTTC microfilter.

What are the estimated download and upload speeds?

The estimated download and upload speeds can be found on the KCOM website at these links

<http://pricing.kcomhome.com/wholesale/broadband-services/broadband-packages/> and

<http://pricing.kcomhome.com/wholesale/bundles/connect-fibre-bundles/>.

For our VDSL Services, the line speed You actually receive will be dependent on a number of factors including the quality of the line and the distance from the exchange.

We are a signatory to Ofcom's Voluntary Code of Practice for ISPs. We shall apply the same best practice principles for the benefit of Your customers.

For further information regarding Line Speeds, the Ofcom Code of Practice for ISPs or for further information regarding the actual speed that Your Customers will receive, please contact The Wholesale Provisioning Team.

What are the download and upload allowances?

The download and upload allowances can be found on the KCOM website at these links <http://pricing.kcomhome.com/wholesale/broadband-services/broadband-packages/> and <http://pricing.kcomhome.com/wholesale/bundles/connect-fibre-bundles/>.

The Monthly Usage Allowance commences on the Service Start Date of the applicable Order. The Monthly Usage Allowance will normally run for the same duration as the calendar month. However, the Monthly Usage Allowance in the Customer's first month of Service may run for up to 6 weeks.

Any Usage above the Customer's Monthly Usage Allowance will be chargeable at a rate per each GB as set out in the Price Manual (the "Additional Usage Charge").

We will send email notifications to the email address You provide for this purpose when You place Your Order. When a Customer's monthly Usage reaches 80% of the Customer's Monthly Usage Allowance and then again when the Customer's monthly Usage reaches 100% of Your Monthly Usage Allowance.

How many IP addresses are provided with each package?

Unless otherwise agreed, We will supply 1 IP Address, which will be either static or dynamic, as determined by each Order. For the avoidance of doubt, neither You or any Customer shall obtain ownership of any IP Addresses unless such IP Addresses are provided by You or Your Customers.

What specifications are provided for email on each package?

KCOM will provide 5 POP mailboxes, each with 3 email aliases. We will provide 250MB storage for these mailboxes. Email anti-spam and anti-virus protection is also included.

How much webspace is provided for each package?

KCOM will provide 50MB of basic webspace with each service.

Is a domain provided for each package?

Yes, KCOM will provide a free .co.uk domain, if requested.

What is the contract period?

An 18 month contract is applied to the packages and bundles.

Will the packages have traffic shaping applied to them?

Traffic shaping is not applied to the Connect Broadband Fibre Residential products. However, all broadband services are subject to natural contention. For more information, visit the KCOM website at this link <https://www.kcomhome.com/legal/traffic-management/>.

Will there be restricted access to any Bit torrents / news sites?

No KCOM will not restrict access to Bit torrent or news sites.

What contention ratio does the service come with?

The Connect Broadband Fibre Residential service has a guaranteed committed rate which is driven by technology and the end address where service is provided.

What are the provisioning times?

Orders for service will be processed by KCOM within two working days. If you require an appointment at the time of order, contact KCOM on 01482 602512. We will then review the work that is required to fulfil the order and contact You the reseller to advise You of the appointment dates for survey and provision of the service.

All orders are subject to survey and appointment availability. Provisioning can take between 4 to 10 days depending on the work required to connect the service.

What is the order process?

You can check if fibre is available at a particular address by visiting the KCOM website at <https://www.kcomhome.com/products/broadband/lightstream-rollout/>. If fibre is available, orders and requests should be submitted using an up-to-date application form to Wholesalepartners@kcom.com. This form will be sent to you by the Wholesale Team.

On receipt of an application for a new provision of service, We will process the request within two days. If you require an appointment at the time of order, contact KCOM on 01482 602512. If all of the requested information has been provided, the order will be logged and passed through to Our provisioning team who will manage the processing of the request until complete. If any information is missing from the application then You will risk a delay in the processing of your request. KCOM will not assume anything under any circumstances and will pass the application back to the originator. Any missing information or fields not completed in the order, we will reject the order and the process will start again when we receive a clean order.

If a request has been passed to Wholesalepartners@kcom.com and there is missing information which prevents the order from being passed to the processing team, it will be rejected. When the order has been rejected We will notify You by telephone and/or via email. When the request has been revised and submitted to Us, it will be treated as a new request. If the request is clean upon verification then it will be passed through to the processing team to action as per the 'Clean Order Process'. If the order is still incorrect or cannot be passed for any reason, then it will be passed back to you the customer again. The official lead time will only commence on acceptance of a fully completed request.

You will first receive an update via email confirming that your order has been accepted and has been input onto Our systems for provisioning. A second email update will be sent from Our processing team confirming the order details, username, password and date of the survey and / or installation appointment. Upon completion of the service, a third and final email update will be sent, confirming that the order has been fully completed and that the service, if necessary, has been end-to-end tested. Other emails may be sent to You to provide further updates as necessary.

What is the SLA?

Service	All Connect Broadband Fibre services
Technical Support	<p>Online (where an online portal exists), 24 hours a day, throughout the year; or Telephone the Client Support Centre during the hours of: Monday to Friday 08:00 – 21:00 Saturday 08:00 – 18:00 Sundays and bank and public holidays 9:00 – 18:00</p>
Service Level Agreement	<p>Repair time – End of Next Working Day (this excludes network outages or faults that require on-going monitoring; working days are Monday-Friday and exclude Bank and Public Holidays) 85% of calls answered in <60 sec 95% of emails replied to within 1 working day 75% of issues fixed at first point of contact</p>

Will I receive updates about an order?

Yes, You will first receive an update via email confirming that your order has been accepted and has been input onto Our systems for provisioning. A second email update will be sent from Our processing team confirming the order details, username, password and date of the survey and / or installation appointment. Upon completion of the service, a third and final email update will be sent, confirming that the order has been fully completed and that the service, if necessary, has been end-to-end tested. Other emails may be sent to You to provide further updates as necessary.

What hardware (CPE i.e. router) is included?

Where KCOM provides a managed installation, We will provide a router directly to Your Customer, which Your Customer will use with the Services, You acknowledge that where We supply a router in accordance with Section 3.1 of the Terms, such router shall remain Our property.

If the Service is cancelled and/or terminated You must ensure that the Customer allows Us access to the Customer's premises to collect the router, if required. You must not, and You must ensure that Your Customer does not remove the Optical Network Terminal ("ONT") from the Customer's premises at any time notwithstanding whether the Agreement has been cancelled or terminated or not.

You must ensure that Your Customers take reasonable care of the ONT and any router that We provide whilst such equipment is at the Customer premises and, in particular, that such equipment is protected from accidental damage and theft. In addition, You must and must ensure that Your Customers do not allow anyone other than Us to carry out any repairs or maintenance work on the router and the ONT.

You will be responsible for the cost of repair or replacement of the ONT and/or any router supplied by Us if either the ONT and/or the router is lost or damaged as a result of accidental damage or where You and/or Your Customer fails to take proper care of the same. However, We will be responsible for any problems You and/or Your Customer experience with the use of the ONT and/or the router where such problems are attributed to any defects with the materials or manufacture of the same. We will repair or replace any defective ONT and/or router provided as part of any managed installation free of charge within the initial 12 months with new or as new equipment of similar specification to the equipment being replaced. Beyond the initial 12 month warranty You will be required to purchase hardware replacement ONT or router as applicable.

If You opt for Our managed installation, then the cost of the router is included and this will be subject to warranty for the first 12 months. However, if You and/or Your Customer require a replacement router after the initial 12 months of service, the ownership of the router shall be Yours once You have paid for the router in full. We will assign the benefit of any product warranties given by the manufacturer or supplier of the router to You; and You will be entitled to a replacement router if You experience any problems with the router, during the initial 12 month period following on from the date on which We supply the router to You, if such problems can be attributed to any defects with the materials or manufacture of the router.

The cost to replace the router is £80 excluding VAT.

All Customers should consider the security of their PC. We recommends the use of current anti-virus software and firewall protection.

If You purchase a router to use with the Service from Us or are required to purchase a replacement router after the initial 12 months service, the ownership of the router shall be Yours once You have paid for the router in full. We will assign the benefit of any product warranties given by the manufacturer or supplier of the router to You; and You shall be entitled to a replacement router if You experience any problems with the

router, during the initial 12 month period following on from the date on which We supply the router to You, if such problems can be attributed to any defects with the materials or manufacture of the router.

Are there any other connection and hardware charges?

The type of connection KCOM provides to You for the Services you order will be as stated in the Order form. Further details of the connections We provide are as follows;

- Standard installation; ONT and router located together within 50 metres (usable of fibre length) entrance.
- Premium installation; Dual Ethernet socket and cable to 100 metres (90 metres usable) when You instruct Us that a Customer's router needs to be located next to the Customer's PCs.

What is the process for managing a fault?

For the avoidance of doubt, You must provide first line support to the Customer.

In the event of a fault for which You require second line support, You should notify us by contacting the Client Support Centre.

Faults can be reported to Us either:

- Online (where an online portal exists), 24 hours a day, throughout the year; or
- Telephone the Client Support Centre during the hours of:
 - Monday to Friday 08:00 – 21:00
 - Saturday 08:00 – 18:00
 - Sundays and bank and public holidays 9:00 – 18:00

Please ensure when contacting the Client Support Centre that You have the following relevant details to hand:

- Customer organisation name & address

- Details of the Services provided to the Customer
- Contact names and relevant security details
- The nature of the fault

The following processes outline Our faults procedure:

1. You contact the Client Support Centre to report a fault on the appropriate telephone number You have been given.
2. The Client Support Centre will log details of the fault on Our faults system and issue You with a unique Fault Reference Number.
3. The fault is diagnosed and if a Service engineer is required to carry out a Customer-site visit this will be arranged with You.
4. The fault is resolved and passed back to the Client Support Centre to confirm the Service has been restored to close.

What special care can KCOM provide to an end user who is vulnerable and has a fault with their service?

If a customer is unable to leave their house due to disability or illness, their service becomes a vital lifeline. We offer a free priority repair service for customers who may be at risk in the unlikely event of a fault occurring on their line. You must highlight any vulnerable customers to KCOM.

Can I expedite a fault?

No, all faults will be cleared within the standard SLA and by the end of the next business day.

Will I receive updates about a fault?

Yes we will provide you with proactive updates about the fault when possible.

Is there an escalation process for any issues?

Yes please contact your KCOM Wholesale Account Manager with any escalations.

Can you tell me where you have rolled our fibre?

You can check if fibre is available at a particular address by visiting the KCOM website at <https://www.kcomhome.com/products/broadband/lightstream-rollout/>.

Do you have an acceptable use policy?

Yes, this applies to End Users and is available on the KCOM website at this link <https://www.kcom.com/media/46103/kcom-acceptable-use-policy.pdf> . It is the Reseller's responsibility to ensure that their customers understand this.

Can I use the KCOM Lightstream name?

No, Connect Broadband Fibre is KCOM's 'white label' reseller product that we make available to Communications Providers (CPs) who have signed the relevant Reseller Agreement with us.

Is there an early termination charge?

Resellers are asked to note that where their Customers (on an 18 month contract) terminate their contract before the end of the contract You will be subject to early termination charges for the remainder of the contract term.

Who is liable for security? / Who is liable in the event of a cyber-attack?

It is Your responsibility to ensure that your Customers consider the security of their PC. We recommend the use of current anti-virus software and firewall protection. Email anti-virus protection is provided with email Post Office Protocol (“POP”) accounts.