



KCOM Business Service Standards

This document is designed to provide our business customers with clear and easily accessible information regarding the level of service you can expect in relation to the telephone and broadband services provided by KCOM Business.

We know your telephone and broadband services are important and making sure you're happy with them is just as important to us. We want you to be clear about what you can expect from us and what we'll do to put things right if we need to.

This document sets out our commitments in relation to

- Broadband Services, Bonded DSL, SDSL Connection, TalkMore, and KCOM Line Rental/PSTN covered by the KCOM Terms and Conditions
- Our standard terms for Outbound Switched Voice Services
- Our standard terms for Broadband Services

You can view these in the [legal](#) area of the website.

If you've purchased services under any of our other terms and conditions, then please refer to your contract or [contact us](#) if you have any questions.



KCOM Terms and Conditions covering Broadband Services, Bonded DSL, SDSL Connection, TalkMore, and KCOM Line Rental/PSTN

Connecting your service

When you decide to take our services, we want to provide them to you as soon as possible. We will advise you of the expected date of delivery when we accept your order.

Repairing your service

While we try to make sure you don't experience problems with our service, sometimes things do go wrong. We do not offer guaranteed service levels for repair but if you think there is a problem with your service you should [contact us](#).

Standards of service and compensation

KCOM does not offer guaranteed service level credits in the following situations:

- There is a delay in installing your service
- We have made an engineer appointment with you and fail to attend
- Where we fail to resolve a fault with your service



Outbound Switched Voice Services

Connecting your service

We will provide the services on the Proposed Start Date as defined in your contract or, if there is a delay in your contract starting, the date we notify to you.

Repairing your service

We offer the following Service Levels. The applicable Service Level will depend on your Service Category and in the case of Service Category 3 the Care Level you have selected.

Service Category 1	Service Affecting Faults	Non-Service Affecting Faults
Directly connected Switched Services provided by KCOM fibre. Indirectly connected services using the access method of auto diallers, manual dialling or telephone system. The services names are: <ul style="list-style-type: none">• Directly Connected Switched Voice• Indirect Voice – Indirect Voice Indirect Voice 138	4 Hours	48 Hours

<p>Service Category 2 Directly connected Switched Services provided by a third party network. The services names are:</p> <ul style="list-style-type: none"> • Directly Connected Switched Voice 	<p>Service Affecting Faults</p> <p>5 Hours</p>		<p>Non-Service Affecting Faults</p> <p>48 Hours</p>	
<p>Service Category 3 Indirectly connected services provided over BT lines. The service name is:</p> <ul style="list-style-type: none"> • Indirect voice – Analogue Line Rental • Indirect Voice – ISDN2 Line Rental (Digital Standard & Digital System only) • Indirect Voice – ISDN30 Line Rental 	<p>Care Level 1 Fix where no appointment is booked For the purposes of Care Level 1 “Working Day(s)” means Monday to Friday excluding UK bank and public holidays Where you report an incident on a Working Day between the hours of 00.00 and 23.59 we guarantee to fix by 23.59 hours on the second Working Day following the day on which the incident was reported. Where you report an incident between the hours of 00.00 and 23.59 on a Saturday or Sunday or on a UK bank or public holiday we guarantee to fix by 23.59 on the second Working Day after</p>	<p>Care Level 2 Fix where no appointment is booked For the purposes of Care Level 2 “Working Day(s)” means Monday to Saturday excluding UK bank and public holidays Where you report an incident on a Working Day between the hours of 00.00 and 23.59 we guarantee to fix by 23.59 hours on the first Working Day following the day on which the incident was reported. Where you report an incident between the hours of 00.00 and 23.59 on a Sunday or on a UK</p>	<p>Care Level 3 Fix where no appointment is booked For the purposes of Care Level 3 “Working Day(s)” means Monday to Sunday including UK bank and public holidays Where you report an incident on a Working Day between the hours of 00.00 and 11.59 we guarantee to fix by 23.59 hours on the same Working Day. Where you report an incident between the hours of 12.00 and 23.59 we guarantee to fix by 23.59 on the next Working Day after the day on which the incident was reported.</p>	<p>Care Level 4 Fix where no appointment is booked For the purposes of Care Level 4 “Working Day(s)” means Monday to Friday excluding UK bank and public holidays We guarantee to fix within 6 hours.</p>

	the day on which the incident was reported.	bank or public holiday we guarantee to fix by 23.59 on the first Working Day after the day on which the incident was reported.		
<p>Service Category 3 Indirectly connected services provided over BT lines. The service name is:</p> <ul style="list-style-type: none"> • Indirect voice – Analogue Line Rental • Indirect Voice – ISDN2 Line Rental (Digital Standard & Digital System only) <p>Indirect Voice – ISDN30 Line Rental</p>	<p>Care Level 1 Fix where we stipulate that an engineer appointment is required For the purposes of Care Level 1 “Working Day(s)” means Monday to Friday excluding UK bank and public holidays We guarantee to fix on the later event of either:</p> <ul style="list-style-type: none"> (a) 23.59 hours on the date of the arranged appointment; or (b) 23.59 hours on the second Working Day following the first Working Day after the day on which the incident was reported. 	<p>Care Level 2 Fix where we stipulate that an engineer appointment is required For the purposes of Care Level 2 “Working Day(s)” means Monday to Saturday excluding UK bank and public holidays We guarantee to fix on the later event of either:</p> <ul style="list-style-type: none"> (a) 23.59 hours on the date of the arranged appointment; or (b) 23.59 hours on the Working Day immediately following the first Working Day after the day on which the incident was reported. 	<p>Care Level 3 Fix where we stipulate that an engineer appointment is required For the purposes of Care Level 3 “Working Day(s)” means Monday to Sunday including UK bank and public holidays Where you report an incident between the hours of 00.00 and 11.59 we guarantee to fix on the later event of either:</p> <ul style="list-style-type: none"> (a) 23.59 on the day of the arranged appointment; or (b) 23.59 on the day on which the incident was reported. <p>Where the Reseller reports and incident between the hours of 12.00 and 23.59 we guarantee to fix on the later even of either:</p>	<p>Care Level 4 Fix where we stipulate that an engineer appointment is required For the purposes of Care Level 4 “Working Day(s)” means Monday to Friday excluding UK bank and public holidays We guarantee to fix within 6 hours of the incident being reported or within 6 hours from the date and time of the appointment (whichever is later).</p>



			(a) 12.59 on the day of the arranged appointment; or (b) 12.59 on the day immediately following the day on which the incident was reported.	
--	--	--	--	--

Standards of service and compensation

Where we fail to meet the Proposed Start Date we offer the following service credits:

Working days past Proposed Start Date	Service Category 1	Service Category 2	Service Category 3
For each day that services remain unavailable	0.5% of connection charge	0.5% of connection charge	0.5% of connection charge

Where we fail to meet the Service Levels for repairing a Service Affecting Fault we offer the following service credits:

Working days past Proposed Start Date	Service Category 1	Service Category 2	Service Category 3
Failure to repair in the specified time to repair	2% of annual rental charges for each additional hour up to a maximum of five hours	2% of annual rental charges for each additional hour up to a maximum of five hours	1% of annual rental charges for each additional day

Service credits shall not exceed the total annual rental charge.

Where we have made an engineer appointment with you and fail to attend we do not offer guaranteed service level credits.



Broadband Services

Connecting your service

We will provide the services on the Proposed Start Date as defined in your contract or, if there is a delay in your contract starting, the date we notify to you.

Repairing your service

Our time to repair commitment is 48 hours. The time to repair begins once you notify us of a problem. You can notify us of any issues between 08.00 – 20.00 Monday to Friday and 09.00 – 17.30 on Saturdays (excluding bank holidays). Where you notify us outside of these hours, the time to repair will commence at the start of the next Working Day (Monday to Friday inclusive except for UK bank and public holidays).

Standards of service and compensation

KCOM does not offer guaranteed service level credits in the following situations:

- There is a delay in installing your service
- We have made an engineer appointment with you and fail to attend

Where we fail to meet the Service Levels for repairing a fault we offer a service credit of 20% of the monthly rental charge. The maximum service credit payable is limited to 20% of the total monthly rental charges for the relevant calendar month.