



Business Broadband Plus



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Whether you work from home or operate a business with hundreds of employees, KC has a broadband package to suit you. Choose from one of our five packages below, all delivered via ADSL2+ technology offering connection speeds as high as 20Mbps downstream and 1Mbps upstream.

What packages are available?

KC has five packages to suit your business broadband needs.

Teleworker Plus – for businesses with employees working from home

Teleworker Plus makes it possible for your employees to work seamlessly from home, giving them fast access to files on your corporate network, email, internet access and more.

Bronze Plus – for small businesses with 1-5 users

Bronze Plus is perfect for a small office. Not only does it offer great speeds, but our industry leading service levels and local account management support make it ideal for small businesses that want a great service without breaking the bank.

Silver Plus – for larger businesses with more intensive internet usage

Silver Plus provides a superior business broadband connection with unlimited usage and a higher level of support. This is ideal for larger businesses and those who need to do more than just surf the web and access email.

Gold Plus – Managed service for business critical broadband connections

Gold Plus business broadband is a managed service so it is ideal for larger businesses where

enhanced service levels are critical. With remote monitoring, any faults are detected and fixed by qualified KC engineers, ensuring your business is always connected.

Platinum Plus - for businesses that want the very best broadband product, service and fix times

Platinum Plus is a fully managed solution with priority fix times (same working day⁵) – perfect for businesses that rely on being able to access the internet. Platinum Plus offers the highest level of performance and best support available from an ADSL-based broadband service.

Potentially the fastest broadband yet

Our Broadband Plus packages may well give you the fastest broadband yet, as they take advantage of ADSL2+, which is the newest method of providing broadband.

This technology has the potential to provide connection speeds as high as 20Mbps downstream and 1Mbps upstream.

But, as with all ADSL services, the length and quality of the line will determine the actual connection speed, so in reality most users will not receive the full bandwidth.



INVESTOR IN PEOPLE



ISO 9001
FS 502189



ISO 14001
EMS 507164



ISO 20000
ITMS 546348



ISO 27001
IS 506165

Fortunately, due to our investment in our network infrastructure and the density of local exchanges, average line lengths on the KC network are shorter than elsewhere in the UK, which means that on average we are able to provide higher speeds and a more consistent reliable service.

The table below compares all our broadband business packages at a glance so you can quickly and easily decide which business broadband option is most suited for you and our locally based account management teams are always on hand to offer advice and support.

More reliable service

Speed is not the only benefit of our Broadband Plus packages. ADSL2+ technology offers improved stability so you will receive a more consistent and reliable service.

Enhanced service, included in the price

We offer enhanced service levels as part of the new broadband packages to give you total peace of mind, with no extra cost. This means that we promise to respond rapidly when you contact us and fix problems within a defined timeframe.

Service	Teleworker Plus	Bronze Plus	Silver Plus	Gold Plus	Platinum Plus
Monthly Fee (ex. VAT) 1-19 connections	From £19.99	From £24.99	From £49.99	From £74.99	From £99.99
Monthly Fee (ex. VAT) 20-49 connections	From £19.49	From £22.49	From £46.99	From £69.99	From £99.99
Monthly Fee (ex. VAT) 50+ connections	From £18.99	From £19.99	From £42.99	From £64.99	From £89.99
Contract terms	1 or 12 months			12 months	
Monthly Download Allowance	20GB	50GB	Unlimited	Unlimited	Unlimited
Monthly Upload Allowance	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Setup or Regrade Fee	FREE with a 12 month contract (otherwise £40 on a monthly contract)				
Downstream Speed ¹	Up to 20Mbps				
Upstream Speed ¹	Up to 1Mbps				
Webpace	50MB	100MB	250MB	500MB	1GB
Service Level Agreement - the KC Business Promise	Same fix time as the head office, or 2 working days ²	2 working days ²	1 working day ²	1 working day ²	Same day fix ^{2,3}

¹ OLA customers only; EYE customers will receive up to 8Mbps downstream and up to 448kbps (Teleworker, Bronze and Gold) or 832kbps (Silver and Platinum)

² Excluding network outages, BT or telephony faults, or faults that require ongoing monitoring; working days are Monday-Friday and exclude Bank Holidays.

³ Same day fix for faults reported before 1200 Monday to Friday



Proud to be
part of local life

Service	Teleworker Plus	Bronze Plus	Silver Plus	Gold Plus	Platinum Plus
Email	5 POP mailboxes, each with 10 email aliases and 50MB storage	SMTP feed or 5 POP mailboxes, each with 10 email aliases and 50MB storage	SMTP feed or 5 POP mailboxes, each with 10 email aliases and 50MB storage	SMTP feed or 5 POP mailboxes, each with 10 email aliases and 50MB storage	SMTP feed or 5 POP mailboxes, each with 10 email aliases and 50MB storage
Static IP Addresses	Single	Multiple	Multiple	Multiple	Multiple
Inclusive Hardware ⁴	1-port router	4-port router	4-port wired or wireless router	Managed Cisco 857 router - including free lifetime replacement ⁵	Managed Cisco 857 router - including free lifetime replacement ⁵
Included Services	Email anti-spam and anti-virus protection (including end-user controls)	Email anti-spam and anti-virus protection (including end-user controls) FREE 30-day trial of PC Backup	Email anti-spam and anti-virus protection (including end-user controls) FREE 30-day trial of PC Backup Free .co.uk domain	Email anti-spam and anti-virus protection (including end-user controls) (POP only) FREE 30-day trial of Server Backup Free .co.uk and .com domain	Email anti-spam and anti-virus protection (including end-user controls) (POP only) FREE 30-day trial of Server Backup Free .co.uk and .com domain
Managed Services	No	No	No	Yes - includes remote monitoring and fixing and lifetime free replacement router	Yes - includes remote monitoring and fixing and lifetime free replacement router

⁴ Hardware included for new customers signing up to a 12 month contract; £4.25 ex. VAT delivery fee applies to all inclusive hardware

⁵ Free lifetime replacement router available whilst the customer remains a Gold or Platinum customer

Tell Me More
01482 33 77 33

www.k-c.co.uk
kcbusinesssales@kcom.com



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