

KC SDSL (UK)

Service description

KCOM SDSL (UK) provides the same broadband speed in both directions. Available in 500k, 1Mb & 2Mb speeds for both upstream and downstream traffic, the service provides affordable, high speed, unlimited and uncapped broadband internet access for your business.

Service	Features
KC SDSL 500 (UK)	500kbps download 500kbps upload 10:1 maximum contention
KC SDSL 1000 (UK)	1Mbps download 1Mbps upload 10:1 maximum contention
KC SDSL 2000 (UK)	2Mbps download 2Mbps upload 10:1 maximum contention

The services are subject to survey and availability, where BT have enabled an exchange for SDSL services.

Features

Features	
Equipment available	4-port SDSL router
Domain (.co.uk) & forwarding	Optional extra
IP Address	Dynamic & Static.
Email	10 POP mailboxes; 50Mb storage per mailbox. SMTP feed optional extra.
Email anti-virus and anti-spam protection	Available
Helpdesk	0845
Webspace included	20Mb
Download limits	None
Contention	10:1

Customer requirements

- A Network Address Translation (NAT) device and a suitable firewall or Internet Server Appliance is required.
- Ethernet LAN running TCP/IP (10 BASE T minimum). For LAN connections customer to supply PC Ethernet cards.

Charging structure

Speed	Monthly Fee	
	Ex VAT	Inc. VAT
KC SDSL 500 (UK)	£125.00	£150.00
KC SDSL 1000 (UK)	£190.00	£228.00
KC SDSL 2000 (UK)	£225.00	£270.00

Connection & equipment charges

Service	Standard Connection	
	Ex VAT	Inc. VAT
KC SDSL 500 (UK)	£0.00	
KC SDSL 1000 (UK)	£0.00	
KC SDSL 2000 (UK)	£0.00	
Upgrade fee	£99.00	£118.80

Please note: there may be additional connection fees incurred if there is no extra capacity at your exchange.

Other charges

Service	Monthly Fee		Annual Fee	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Domain name registration / transfer, including free Web and email forwarding	N/A		£20.00	£24.00
Domain services, including domain name registration, transfer, SMTP mail feed or POP3 mail, and 50Mb Webspace	£4.00	£4.80	N/A	

Conditions

The minimum term is 12 months. You cannot cancel your existing contract whilst within the minimum period. An early cancellation fee applies if a customer cancels during the initial contract term, including recovering the cost of the free connection and router offer, where applicable.

Customer availability

KCOM SDSL (UK) is available to business customers. With SDSL a new line is installed by BT for the sole use of SDSL. It cannot be used for phone calls. No extra BT rental applies to this line. All services subject to availability, line test and confirmation. SDSL is available in 780 exchanges (15% of those for ADSL). Therefore it is not available to every business. The distance limits are:

512k - 3.4km
1M - 2.5km
2M - 1.6km

Re-grading options

Customers cannot re-grade an ADSL service to an SDSL service.

Existing Service	New Service		
	SDSL Connect 500	SDSL Connect 1000	SDSL Connect 2000
ADSL	No, New line install	No, New line install	No, New line install
SDSL Connect 250	Yes	Yes	Yes
SDSL Connect 500	-	Yes	Yes
SDSL Connect 1000	Not in 12 month contract	-	Yes
SDSL Connect 2000	Not in 12 month contract	Not in 12 month contract	-

Notes

If line upgrade is required then a £99.00 (£116.33 Inc. VAT) charge will be incurred. All regrades are performed manually via customer services