



KC Home Superway –No Longer Supported

Service Description

KC Home Superway allows you to access the Internet from your home PC at a data rate of up to 128,000 "bits" of information per second (128 kbit/s) - far faster than using a modem and an ordinary telephone line. You can download information, pictures, videos etc. much faster than at present and benefit from faster response times when playing games on-line.

You'll also get a near instant connection, as opposed to waiting 40 - 45 seconds with a standard modem.

What's more, you won't completely tie up your phone line on Internet calls, as you can make a normal phone call at the same time as surfing the Net!

Benefits

Using the latest ISDN technology, KC Home Superway converts your ordinary analogue telephone line into two separate lines with additional capabilities. You can use any combination of two digital lines at 64 kbit/s or two analogue lines in the ways described below as and when you need to.

You could use your PC on two digital lines to access the Internet at 128 kbit/s.

You could use two analogue lines to make two voice or fax calls at the same time.

You could use your PC on one digital line to access to the Internet at 64 kbit/s and use an analogue line to make a voice or fax call, or

You could use two PCs each working on one digital line to access the Internet at 64 kbit/s.

All your existing phones, fax or answering machines will work on the analogue lines, just as before, but the line will be clearer and less prone to interference. Also, calling anyone – in the UK or abroad (except for international data calls, see International Data Calls Section) – is just the same. It doesn't matter whether they have a standard telephone line, ISDN line or mobile phone.

All KC Choice services (e.g. Call Return, Call Waiting, Reminder Call etc.) are also available.

Call Allowance

Customers will receive a 'Call Allowance', which is the equivalent of 1 free untimed KC voice network call per day. This is a Call Allowance and not a credit. The Call Allowance is service specific, not line specific. i.e. 1 free untimed KC voice network call per Superway Service, not per line / port. It is based on the number of days in the customers' billing frequency (e.g. monthly, quarterly). If the Call Allowance is not used in the period the Call Allowance is lost and cannot be carried forward.

Note

KC Home Superway is available on most KC lines and is subject to equipment availability and a line survey. If your line is unsuitable we will tell you. The majority of customers do not need to change their existing telephone number, but if this is required we shall inform you prior to any work being carried out.

Installation

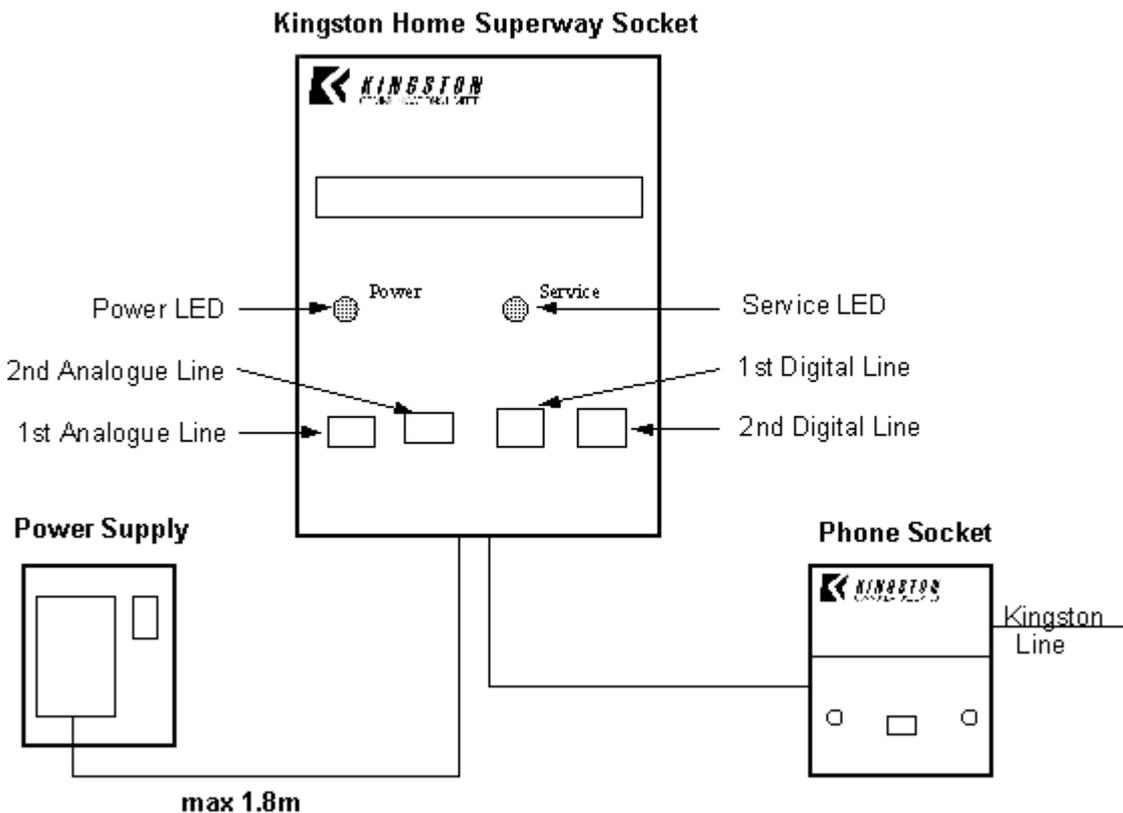
KC Home Superway is quick and easy to install. As soon as you've signed up we'll arrange a convenient time and date for one of our engineers to call and install a new socket.

The engineer will endeavour to fit the socket wherever you require, however if this is further than 10m from your existing phone socket, you may be charged extra. The socket requires mains power and must be fitted on a wall within 1.8m of a standard household power socket.

KC Home Superway Socket

Your new socket will be slightly larger than your existing phone socket and has four ports which allows you to connect four pieces of equipment. You can connect a maximum of two analogue devices (i.e. a phone, answering machine or fax machine) and two digital devices (i.e. your computer or any other digital equipment you decide to use). Only 2 pieces of equipment can be used at once.

KC Home Superway gives you three telephone numbers. One for each of the analogue lines and one for both digital lines. The first number will normally be your current telephone number. You could allocate a second number to your fax or answering machine. The third would probably be for your PC. Call charges will be itemised separately under each telephone number. Only 2 of these numbers can be used at once.





Equipment you will need to operate KC Home Superway

Personal Computer (PC)

You can use most desktop PCs and Apple Macintosh computers with KC Home Superway, although for optimum performance we recommend a PC with at least a 486DX processor running at 100MHz or an Apple Macintosh with at least a 68040 processor.

ISDN Card or Terminal Adapter

In addition you will need a suitable ISDN card or terminal adapter and you will need to make sure that your computer is equipped and configured to use ISDN.

Internet Service Provider (ISP)

If you have Internet access you should be able to take advantage of their digital connection; contact your Internet Service Provider to ask for ISDN access. They will provide you with an alternative dial-up number for digital access and advise you how to re-set your Internet Dialler to dial this new number. If you wish to use 128 kbit/s access you will need to contact your Internet Service Provider to determine any additional set-up and confirm they can offer you ISDN access.

Connection / Conversion Charges

	Connection		Conversion	
	Exc.VAT	Inc.VAT	Exc.VAT	Inc.VAT
KC Home Superway	£214.00	£256.80	£143.00	£171.60
Installations Taken Over (With no alterations) +, †	£20.00	£24.00	N/A	
Conversion Back to Single line (Analogue) *, †	N/A		£51.00	£61.20
Conversion Back to Single line (Analogue) after a move to a new premises *, †	N/A		£50.00	£60.00

UK call charges are the same as for ordinary lines, although if you use both lines (e.g. accessing the internet whilst on the phone; making two simultaneous voice calls; or two simultaneous internet calls, also known as dual- or channel-bonding) you will be charged for calls on each line separately. You will only be charged at a higher rate if you make international data calls.

Separate call charges will apply for data calls across the KCOM network.

The conversion charge is the amount to pay if you have a single existing KCOM line (either analogue or ISDN2/2e) converted into a KC Home Superway line, including connection to existing extension wiring on that line.



For customers with two residential analogue lines at the same premises, the conversion charge is the amount to pay if you convert to KC Home Superway. This conversion fee also includes connection of any existing extension wiring from your first analogue line.

Any extension wiring connected to the additional analogue line (the second line installed) can also be connected to your KC Home Superway line, at an additional charge per line. See the Apparatus section of the price manual. If there is no existing KCOM line installed in the premises, the cost for a new KC Home Superway connection is as displayed above. The conversion charge excludes the cost of additional extension wiring.

† These charges will be waived in the EYE, i.e. outside of KCOM's original licensed area.

Rental Charges

Service	Payment Method	Annual Rental	
		Exc.VAT	Inc.VAT
Measured Service	Payment by Direct Debit / Payment Plan	£132.66	£159.19
	Payment by Invoice	£137.76	£165.31
Unlimited KC Local Calls	Payment by Direct Debit / Payment Plan	£408.42	£490.10
	Payment by Invoice	£413.52	£496.22

The unlimited Local Calls charge applies to both voice and data calls.

Provision of Dial Up Internet Access

If your exchange line is used to provide a dial up Internet access or related service via a number in the 01482 geographic number range or other such geographic range where KCOM offer untimed call charges to users connected directly or indirectly to our network, the following additional charges will apply. These charges apply to each Superway channel used to provide a dial up internet access or related service to users connected directly or indirectly to our network.

If your exchange line is no longer used to provide such a service, these additional charges will not apply, provided you have given us three month's notice in writing detailing the change in use of your line.

Service	Connection Charge		Annual Rental	
	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT
Provision of dial up internet access, per channel	£0.00		£364.80	£437.76



Re-locate Telephone Socket

	Exc. VAT	Inc. VAT
Re-locate Telephone Socket	60.00	72.00

A standard engineer visit charge will also apply, see the time related charges sections for details

UK call charges are the same as for ordinary lines, although if you use both lines you will be charged for calls on each line separately. You will only be charged at a higher rate if you make international data calls.

Separate call charges will apply for data calls across the KC network.

Residential discount schemes are applicable per service basis, not per line / port.

For further information, or to place an order, please call Customer Care on 01482 602555.

+ The take over charge is as stated above, provided that no additional work or visit is required (for details of the engineer visit charge see the time related charges section). If additional work or a visit is required the customer will be charged the standard conversion fee as shown above, and not the take over fee.

* These conversions will be waived for those customers who simultaneously have their line xDSL enabled.