

Karoo Weekday Broadband

Not Available for New Supply



1. Service Description

Based on ADSL2+ technology, Karoo Weekday Broadband provides the best possible speed possible on your line between 8am and 4pm on weekdays, At all other times (4pm to 8am on weekdays, and all weekend) the product still provides Internet connectivity, but at a reduced speed.

Karoo Weekday Broadband comes with an inclusive usage allowance of 500MB per month - enough to:

- Send 75 emails a week
- Download 75 pictures a week, and
- Browse 500 web pages a week

The product is designed as an ideal starter product for customers who are at home for much of the working day and who may want to use the Internet to search for information and jobs, use shopping sites and exchange emails. The service is not suitable for video streaming online which requires Karoo Lite, Mid or Pro.

Product details are below:

- 500MB monthly usage allowance = half a Gigabyte (GB)*
- 1 email POP address
- No Webspace
- No set up fee
- Inclusive ST510 router if required by the customer (£4.25 ex. VAT delivery charge)
- 12 month contract

* Additional charges apply after this limit; please see below for details

| | Set-Up Charge | | Monthly Rental | |
|---------------------------|---------------|----------|----------------|----------|
| | Ex VAT | Inc. VAT | Ex VAT | Inc. VAT |
| First Three Months | | | | |
| After Three Months | | | £10.41 | £12.50 |

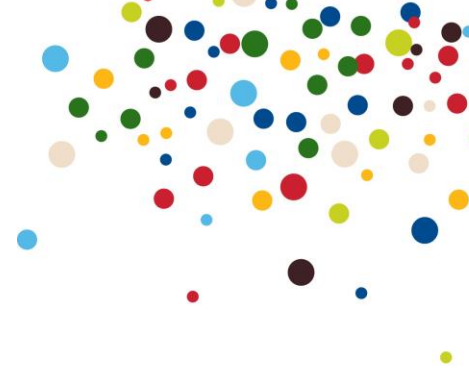
| One-Off Charge | Ex VAT | Inc. VAT |
|-------------------------------------------------------------|--------|----------|
| Additional Usage Charge - per 500 MB or part thereof | £0.83 | £1.00 |

Payment is by monthly or annual direct debit or by quarterly or annual cash payments. Direct debit payment will attract an additional monthly discount of £0.83 ex VAT. All rental charges are payable in advance; additional usage charges are payable in arrears

2. Installation Options

You will need an ADSL router, plus Microfilters ("splitters") in each of the telephone sockets that has equipment connected, e.g. telephones, Sky set-top box, fax machines, etc., in order to separate the telephone line and ADSL frequencies. Karoo Weekday Broadband is easy to self-install, or you can have an engineer visit to install a faceplate and other additional extension sockets you require.

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3. Hardware Options

Hardware Retail Prices

| Hardware | Fulfilment House | Ex VAT | Inc. VAT | Hardware Offers |
|-----------------------------------------------------------------------------------|------------------|--------|----------|------------------------------|
| Thomson ST510 Single Port Router (Includes 1 Microfilter) | | | | Not Available For New Supply |
| Thomson TG585 Wireless Router (Includes 2 Microfilters) | | | | |
| Thomson RG123g Wireless Adapter | | | | |
| Wireless Bundle: Thomson ST585 Router, 2 Microfilters and TG123g Wireless Adapter | | | | |
| ADSL Microfilter | | | | |

4. Engineer Visit

If required, as soon as you've signed up we'll arrange a convenient date and time for one of our engineers to call and fit a new master socket faceplate.

Your existing master socket will simply be fitted with a new multipurpose faceplate that has two sockets. The connection continues to be through your existing phone line into the socket, which separates the voice to your phone and data to your modem, allowing you to make calls and be online at the same time. Our engineer will test the connection to complete the work required by KC.

Karoo Broadband will only be available when the new faceplate is installed. An additional extension socket can be provided for another room (i.e. adjacent to your PC) when we visit free of charge. Subsequent visits or further extensions incur additional charges.

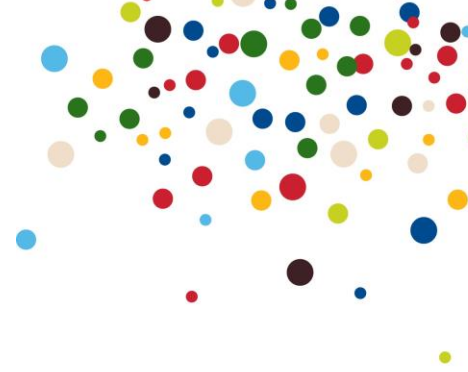
5. Additional Charges

| | One-Off Charge | |
|---------------------------------------------------------------------------------------------------------------------------|----------------|----------|
| | Ex VAT | Inc. VAT |
| Discretionary reconnection fee following disconnection or suspension due to abuse (copyright infringement, viruses, etc.) | £25.53 | £30.64 |
| Hardware Delivery Charge (Applicable to all inclusive hardware) | £5.41 | £6.49 |

6. Early Termination Charges

Early Termination Charges apply for customers ceasing their KC Internet service whilst still in contract. These Early Termination Charges are highlighted in the table below, and apply per month for the remainder of the contract term. VAT is not payable on this charge.

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| Description | Monthly Early Termination Charge |
|--------------------------------|----------------------------------|
| | Ex VAT |
| Karoo Weekday Broadband | £5.95 |

7. Restrictions

Karoo Broadband is only available to residential customers on a standard KC telephone line and can only be provided in the name of the contract holder for the telephone service. Normal line rental and call charges apply to any telephony services you receive from KC over your telephone line.

Karoo Broadband is not suitable for connection on ISDN2/2e or Home Superway lines. Customers with ISDN2/2e or Home Superway will have to have their lines ceased and converted to normal phone lines for Karoo Broadband.

If your property has previously had KIT installed at some time you may not be able to use Microfilters on other telephone extensions without a KC Engineer visit.

Fax users should note that Group 3, 2 or 1 fax machines may not function correctly due to frequency crossover problems. Therefore an additional analogue (telephone) line should be ordered when you still intend to use a fax machine.

Some Caller Display equipment may interfere with the ADSL signal (Caller Display BT CD50 and Caller Display BT CD1500 are known incompatibilities). To check whether your caller display unit or telephone is compatible with broadband, please refer to the manufacturer or supplier.

KC recommends that alarm systems are not installed on ADSL lines. Most alarm systems will operate as normal, but some which use 'out of band' (greater than 4kHz) signalling will be incompatible. To check whether your alarm system is compatible, please refer to your alarm system manual or provider.

Service availability is subject to confirmation and a site visit where required.