

# Karoo Broadband Max

## Not Available For New Supply



### Service Description

As with Karoo Broadband, users do not need to dial-in, and they can also use the same line to make telephone calls whilst online.

There are two types of product: Karoo Max comes with no monthly usage allowance and with 4 different levels of performance, whilst Broadband Starter Max comes with a monthly usage allowance of 2GB, with a high level of performance.

### Technical Specification

The service has the following features:

Product	Performance	IP Address	Fair Usage Policy Applies	Monthly Download Quota Limit
Broadband Starter Max	5 Stars	Dynamic	No	2GB **
Karoo Max Option 1	2 Stars	Dynamic	Yes - 20GB per month *	No limit
Karoo Max Option 2	3 Stars	Dynamic	Yes - 30GB per month*	No limit
Karoo Max Option 3	4 Stars	Dynamic	Yes - 40GB per month*	No limit
Karoo Max Option 4	5 Stars	Dynamic or Static	Yes - 50GB per month*	No limit

\* During peak hours only, 6pm to midnight

\*\* Additional charges apply after this limit; please [see below](#) for details

Service availability is subject to survey and confirmation.

The maximum downstream and upstream line rates are dependent on a number of factors, including the following:

- distance of the customer from their local exchange
- quality of the customer's internal wiring (incl. extension cables)
- correct installation of microfilters
- number of other ADSL connections within the same cable to the exchange (therefore slower at peak times)
- Any interference caused by electrical devices within the home (eg Sky, burglar alarms, etc)
- Hardware: Ethernet will generally give better speed than USB

### Installation Options

ADSL is enabled via the installation of either a modem or a router, plus microfilters ("splitters") in each of the telephone sockets which are in use in your home. Karoo Broadband Max is easy to self-install, or you can have an engineer visit to install a faceplate and other additional extension sockets you require.

### Self-Install

If you choose to install Karoo Broadband Max yourself, you will need an ADSL compatible modem or router and microfilters/splitters. A microfilter needs plugging into every telephone socket in the home that has equipment connected, e.g. telephones, Sky set-top box, fax machines, etc., to separate the telephone line and ADSL frequencies. Additional microfilters can be purchased at the time of order for other telephone extension lines you may have, or from the Karoo online shop. We recommend that a maximum of 4 microfilters are installed. Note: Microfilters are not required in unused sockets

## Hardware Options

We strongly recommend that you use one of the ADSL routers supplied by Kingston, which are designed to be “plug and play”. We cannot be responsible for any problems you experience with the Service that are caused by you using a modem or router that does not comply with this specification.

Please note that should it become necessary for a KC engineer to visit, the additional Karoo Broadband installation charge will apply.

## 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. If required, we will also supply your ADSL router and installation CDs, subject to conditions and lead times.

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 Max 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.

## Charging Structure

### Additional Charges

Description	One-Off Charge	
	Exc. VAT	Inc. VAT
Discretionary reconnection charge following disconnection or suspension due to abuse (copyright infringement, viruses etc.)	£25.53	£30.64
Additional charge for exceeding 2GB limit on Max Starter (per 2GB)	£1.70	£2.04

In the event of disconnection for non-payment, a reconnection charge of £4.26 exc .VAT (£5.11 inc. VAT) will be applied to all Karoo Internet packages.

## Rentals

Scheme	Monthly Rental			
	Direct Debit		Cash/Cheque	
	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT
Broadband Starter Max	£19.58	£23.49	£20.41	£24.49
Karoo Max Option 1	£20.83	£25.00	£21.67	£26.00
Karoo Max Option 2	£23.33	£28.00	£24.17	£29.00
Karoo Max Option 3	£26.24	£31.49	£27.08	£32.49

Karoo Max Option 4	£30.41	£36.49	£31.24	£37.49
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Payment for Karoo Broadband Max is by monthly or annual direct debit or by quarterly or annual cash payments. There is a monthly surcharge of £1 inc. VAT for non-direct debit payers. All rental charges are payable in advance. Customers wishing to pay annually by either direct debit or cash payment will benefit from 12 months for the price of 11, by receiving 1 month's discount. Please note that annual payments, which qualify for a month discount, do not qualify for any other discounted rental offer.

## Restrictions

Karoo Broadband Max 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. Karoo Broadband Max applies to your high-speed Internet usage only. Normal line rental and call charges apply to any telephony services you receive from KC over your telephone line.

Karoo Broadband Max 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.