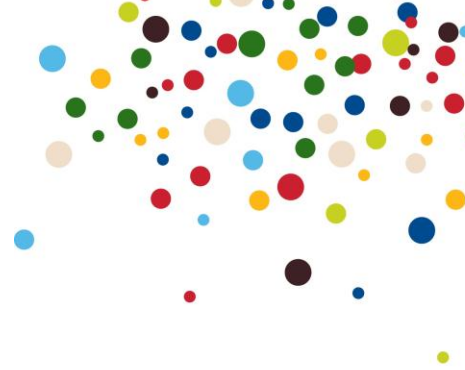




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KC Broadband Tariff 1



Special Offer Introductory Tariffs

1. Introduction

From February 15th 2005, new KC customers* in the East Yorkshire Expansion area will be able to take advantage of an integrated service comprising both broadband internet and fixed line telephony, for payment of a single monthly fee, billed on a single invoice.

Customers can choose from 3 tariff options, starting from £19.99 per month.

The service offers broadband access at 256kbps (Up to five times the speed of dial up), with competitively priced phone calls to 01 & 02 numbers, mobiles on UK networks and selected international destinations.

These services are available as a special introductory offer only, to the first 500 customers applying to move their telephone service to KC. The offer will close on March 31st, 2005.

2. Telephony Service Details

Customers joining KC via this special offer will be able to take advantage of:

- Calls to ALL UK mobile networks will be charged at a single, easy to understand rate, dependent on the time of day they are made.
- The most a customer will pay for an evening or weekend call to an 01 or 02 number will be just 5p for up to 75 minutes.
- Customers can choose to take greater control of their bill by opting for a tariff that allows them to call ANY 01 or 02 number as many times as they like, for as long as they like - for no charge.
- Calls to selected international destinations from just 5p per minute.
- Calls can be further discounted with KC Favourites and Saver.
- Home 15 and Favourite Countries cannot be used with this tariff

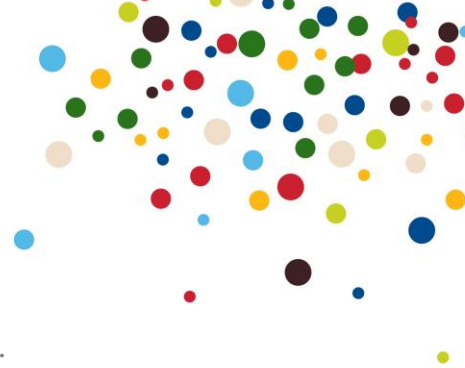
*Available to the first 500 customers in the applicable offer areas.

3. Call Charges

All calls will be billed by the second and are shown as pence per minute.

4. UK geographic Calls (Bands K, A1, A2 & B)

Special Offer 1	Call Charges	
	Ex VAT	Inc. VAT
Daytime pence per minute	2.127p	2.55p
Evening/ weekend (up to 75 minutes) per call	4.255p	5.106p
Pence per minute thereafter	0.766p	0.92p



Daytime calls are subject to a minimum charge of 3.404p exc. VAT (**4.085p** Inc. VAT).

Special Offer 2	Call Charges	
	Ex VAT	Inc. VAT
Daytime pence per minute	2.127p	2.55p
Evening/ weekend (up to 75 minutes) per call	FREE	
Pence per minute thereafter	0.766p	0.92p

Daytime calls are subject to a minimum charge of 3.404p exc. VAT (**4.085p** Inc. VAT).

Special Offer 3	Call Charges	
	Ex VAT	Inc. VAT
All Calls	FREE unlimited length	

The following charges apply for calls to UK mobiles. (International roaming charges are additional.)

Daytime		Evening		Weekend	
Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
12.765p	15.32p	8.51p	10.21p	5.106p	6.13p

All mobile calls will attract the minimum call charge of 3.404p exc. VAT (**4.085p** Inc. VAT)

Other UK calls

Other UK non-geographic calls (Premium Rate, Fixed Fee, Directory Enquiries etc.) will be charged at the current KC rate, with a minimum charge, where relevant, of 3.404p exc. VAT (**4.085p** Inc. VAT).

For each of the above packages, standard call charges apply to:

- Non-geographic numbers at all times e.g. 0845, 0870, & premium rate are charged at the standard/measure service rate. (Chargeband/code - PR, PS, S, NF, LC, FC, PN, MM, MF, IN)
- 197, 118288 and other short codes - no reduction
- Operator calls.

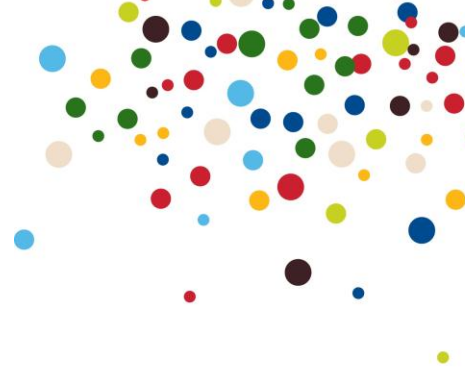
International Calls

All international calls are charged in the same way as [TalkMore international calls](#).



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Broadband Service Details

Broadband internet services are designed for customers who want fast access and enhanced download speeds. Delivered via a standard analogue telephone line, broadband provides 24-hour net access at 5 times the speed of a conventional modem, without the need to dial or wait for a connection. You can also use the same line to make telephone calls whilst online.

The service is based on ADSL (Asymmetrical Digital Subscriber Line) technology. This provides you with a permanent, high-speed digital connection via a standard analogue phone line.

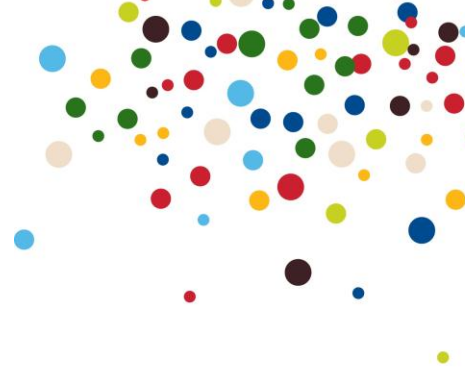
Why broadband from KC?

- World Wide Web Internet Access on an uncharged basis
- Up to 5 multi-pop email addresses in the format user@nodename.karoo.co.uk
- Usenet newsgroup access
- FTP access to upload and download webpages or programmes
- Your account includes 25Mb (Megabytes) of Web space on a virtual server upon which to host your personal web pages, with a website Traffic limit in 24 hours of 20MB (Megabytes).
- Helpdesk support at local call rates

ADSL Service	Max Speed		Faster than dial up	Contention	Distance Available*	IP Config	Download quota limit
	Down	Up					
KC Special Offer Broadband	256 kbps	64 - 128 kbps	Up to 5 times	50:1	5km	Dynamic IP address	None

Other Charging Information

	Connection Charge		Monthly Rental	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Special Offer Tariff				
Tariff 1	£34.03	£40.84	£17.01	£20.41
Tariff 2	£0.00		£22.97	£27.56
Tariff 3	£0.00		£28.93	£34.72



Broadband Set Up Charges

For a limited period, all standard broadband set up costs - connection, installation and modem - have all been waived.

	Standard Installation Charge		Offer Installation Charge	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Broadband Installation	£0.00		£0.00	

	Standard Modem		Offer Modem	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Broadband Modem	£0.00		£0.00	

*Available to the first 500 customers in the applicable offer areas.

General Information

- Payment will be by Direct Debit only.
- Service charge will be payable monthly in advance and chargeable calls will be billed monthly in arrears.
- Connection to any of these tariffs will be subject to a minimum contract term of 12 months from service commencement. Following completion of the initial contract period a 30-day written notice period will apply for all services.
- Customers should note that access to certain number ranges operated by UK Internet Service Providers for dial-up access cannot be accessed from the KC network.

Other Broadband Information.

The maximum POP3 mailbox size is 25Mb in total. The maximum email size that can be sent and received is 8Mb including encoding. Encoding a file can take up to 40% as an overhead, so it is not recommended that you send or receive files larger than 5Mb. It is recommended that you use a zip program for large files.

The maximum Downstream and Upstream rates quoted above may be reduced by "contention" at peak usage times within the KC network. This means that you will share the available bandwidth with a number of other users. Contention resolution is used to apportion which users gain access to the bandwidth under what conditions.

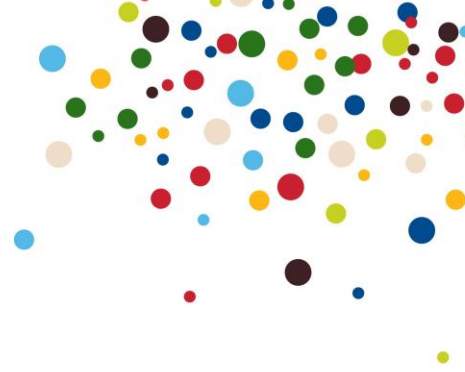
Service availability is subject to survey and confirmation.

Full Terms and Conditions for the broadband service can be found on the KC website www.kcom.com



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Equipment you will need to operate KC Broadband

You will need a PC or Mac that meets or exceeds the following specification:

- Pentium 200Mhz
- 32 MB RAM
- 16 bit sound card (optional)
- Minimum 4-speed CD ROM player
- Video card/display capable of 800x600, 256 colours SVGA monitor
- 150MB free on hard drive
- Windows 98SE, ME, 2000 Professional or XP
- Mac OS 9 or X
- An available USB socket

All customers should consider the security of their PC. KC has recently deployed anti-virus software within it's the network, and recommends you deploy firewall protection and log off from the service when it is not in use.

Installation Options

ADSL is enabled via the installation of a modem and splitter in either the telephone exchange or cabinet and your property. [KC Broadband](#) has two installation options. You can have an engineer visit to install a faceplate and other additional extension sockets you require or you can set up the broadband modem yourself and use microfilters that simply plug into the KC telephone sockets.

KC Broadband - Engineer Visit:

As soon as you've signed up we'll arrange a convenient date and time for one of our engineers to call and fit cabling and a new socket faceplate. If required, we will also supply your ADSL modem (USB based) and installation CDs. Please note provision of the service is subject to conditions and engineer visits are subject to lead times at peak times of demand.

Software

A CD-ROM is provided that contains the necessary modem drivers required on your PC. All you need to do is insert the customised installation CD to install the modem drivers and connect your computer to the modem using the cables provided. Full instructions are supplied in your Instruction Guide.

You are now ready to install the software on the CD supplied. In the event that you need any help or assistance simply call our Helpdesk on 01482 606101. The Helpdesk is open 7 days a week from 8am to midnight.

Finally you just need to log on with your user name and password.

Technical Information

Broadband services from KC are 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.

Broadband services are not suitable for connection on ISDN2/2e. Customers with ISDN2/2e will have to have their lines ceased and converted to normal phone lines.

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 line should be ordered when you still intend to use a fax machine.



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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 recommend 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.

Additionally, the modem guide below will be added to the product description.

Modem Guide For KC Broadband Services

Network Connection

The modem must be fitted with an RJ-11 line connection.
Data must be carried on pins 3 and 4. The remaining pins must not be used.

Compliance

The modem must operate fully in accordance with the following standards:
ITU-T G.992.1
ITU-T G.994.1
and be capable of being configured to operate over VPI 1 / VCI 50.

Service Access

In order to access services the modem when used in conjunction with a personal computer (PC) must be able to

- establish a PPP session in accordance with RFC 1661
- support PPPoA as defined in RFC 2364
- support Challenge Handshake Authentication Protocol (CHAP) in accordance with RFC 1994
- obtain an IP address from the network
- shape upstream traffic to the maximum upstream service bit-rate.

Further Details

Full technical details can be found in Customer Interface Publication 017 available on www.kcom.com