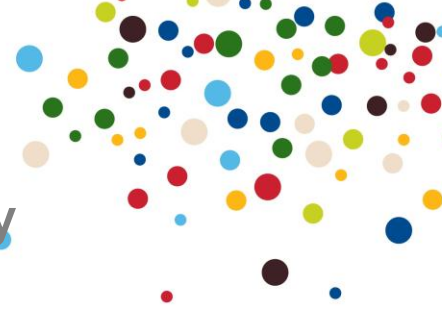


KC Broadband UK

Not Available For New Supply



KC Broadband (UK)

KC Broadband (UK) describes the Eclipse Max products, resold and billed by KC under the KC branding. All of these products are available at the highest possible speed your line can achieve, up a maximum 8Mbps downstream and 832kbps (Option 3) or 448kbps (Teleworker, Options 1 and 2) upstream.

Charging Structure

Service	Teleworker		Option 1		Option 2		Option 3	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Activation Fee	£0.00		£0.00		£0.00		£0.00	
Engineer Install	N/A		N/A		N/A		N/A	
Free Hardware for new KC Broadband (UK) customers	Zyxel 660RC single-port router		ST546 4-port wired router		Netgear DG834G wireless router		Netgear DG834G wireless router	

Monthly Fee:

Monthly Rental	Teleworker		Option 1		Option 2		Option 3	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
1 Year Contract	£19.99	£23.99	£19.99	£23.99	£39.99	£47.99	£49.99	£59.99

Service Features

	Teleworker	Option 1	Option 2	Option 3
Maximum Speed Downstream	8Mbps	8Mbps	8Mbps	8Mbps
Maximum Speed Upstream	448kbps	448kbps	448kbps	832kbps
Domain (.co.uk) & forwarding	No	No	No	No
IP Address	Dynamic or multiple static included in price	Dynamic or multiple static included in price	Dynamic or multiple static included in price	Dynamic or multiple static included in price
Email addresses	10	25	50	100
Email anti-virus protection	Yes	Yes	Yes	Yes
Service Level Agreement	Standard Care: 4 clock hour response, 48 clock hour repair	Standard Care: 4 clock hour response, 48 clock hour repair	Standard Care: 4 clock hour response, 48 clock hour repair	Standard Care: 4 clock hour response, 48 clock hour repair
Managed Service	No	No	No	No

Helpdesk	0845	0845	0845	0845
Webspace included	40MB	50MB	100MB	250MB
Download limits	None - but Fair Usage Allowance of 40GB/month applies (6pm to midnight only)	None	None	None
Performance Management Prioritisation	4th	3rd	2nd	1st
Webmail	Yes	Yes	Yes	Yes
ROAM Wi-Fi Access	Yes	Yes	Yes	Yes
Contract Length	1 or 12 months	1 or 12 months	1 or 12 months	1 or 12 months

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	
Web Hosting Package (25MB)	N/A		£99.00	£118.80
Web Hosting Package (additional 50MB)	N/A		£75.00	£90.00