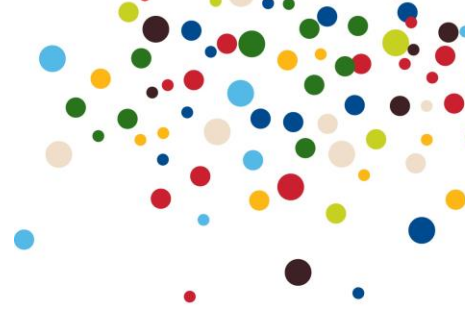


# KC Broadband Max

## Not available for new supply



### Service Description

KC Broadband Max gives you the maximum speed possible on your line, up to a maximum of 8Mbps downstream and 832kbps upstream, which is up to 160 times faster than dial-up.

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

### Customer Requirements

- A new or existing KC telephone line is required to deliver the ADSL
- Gold and Platinum services require a Network Address Translation (NAT) device, a suitable firewall or a Kingston supplied Internet Server Appliance is required
- Ethernet LAN running TCP/IP (10 BASE T minimum). For LAN connections customer to supply PC Ethernet cards.

### Charging Structure

Service	Teleworker Max*		Bronze Max		Silver Max		Gold Max		Platinum Max	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Activation Fee - 1 month contract	£40.00	£48.00	£40.00	£48.00	£40.00	£48.00	1 month contract not available		1 month contract not available	
Activation Fee - 12 or 24 month contract	£0		£0		£0		£0		£0	
Engineer Install	£55.32	£66.38	£55.32	£66.38	£55.32	£66.38	£0		£0	
Recommended Hardware and Price (free with 12 or 24 month contract)	Zyxel 660R-D1 single-port Ethernet router: £22.12 ex VAT		ST546 4-port wired router: £59.57 ex VAT		ST546 4-port wired router OR Thomson ST585 wireless router: £42.55 ex VAT		Cisco 857 router (managed): £299.00 ex. VAT (inc Engineer Install and activation)		Cisco 857 router (managed): £299.00 ex. VAT (inc Engineer Install and activation)	
Monthly Fee	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
1 or 12 Month Contract	£25.30	£30.36	£30.80	£36.96	£60.00	£72.60	£86.90	£104.28	£114.40	£137.28
24 Month Contract	N/A		£29.70	£35.64	£55.00	£66.00	£78.10	£93.72	£103.40	£124.08
Service Features										
Maximum Speed Downstream	8Mbps		8Mbps		8Mbps		8Mbps		8Mbps	
Maximum Speed Upstream	448kbps		448kbps		832kbps		448kbps		832kbps	
Domain (.co.uk) & forwarding	No		No		No		Yes		Yes	
IP Address	1 dynamic or 1 static included; multiple addresses not available		1 dynamic or 1 static included; 5 usable static IP addresses available at extra cost		1 dynamic or 1 static included; 5 usable static IP addresses available at extra cost		<u>Up to 5 usable included**</u>		<u>Up to 5 usable included**</u>	
Additional Monthly Cost for 5 static IP Addresses	N/A		£10 exc. VAT for 5 usable		£5.00 exc. VAT for 5 usable		<u>£0 for 5 usable**</u>		<u>£0 for 5 usable**</u>	
Email	5 POP mailboxes, each offering up to 10 email aliases; 50Mb per mailbox		5 POP mailboxes, each offering up to 10 email aliases; 50Mb per mailbox		5 POP mailboxes, each offering up to 10 email aliases; 50Mb per mailbox		SMTP feed or 5 POP mailboxes, each offering up to 10 email aliases; 50Mb per mailbox		SMTP feed or 5 POP mailboxes, each offering up to 10 email aliases; 50Mb per mailbox	
Email anti-virus protection	Yes		Yes		Yes		Yes (POP only)		Yes (POP only)	
Service Level Agreement	Target repair time; as head office or 3 working days		Target repair time: 2 working days		Target repair time: 2 working days		Fix by end of next working day		10 working hour fix time	

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Managed Service	No	No	No	Yes - includes remote monitoring and fixing and free replacement router	Yes - includes remote monitoring and fixing and free replacement router
Helpdesk	0845 / 01482	0845 / 01482	0845 / 01482	Direct access to KC Specialist Network Support Team; 0800 tel. number	Direct access to KC Specialist Network Support Team; 0800 tel. number
Webspace included	50MB	50MB	50MB	50MB	50MB
Download limits	None	None	None	None	None
Performance Management: Prioritisation	4th	3rd	2nd	1 st (no performance management applied)	
Line	<u>Residential or Business Line**</u>	Business Line	Business Line	Business Line	Business Line

\* Teleworker Max billed to business with free summary billing.

\*\* Subject to RIPE approval; no-NAT configuration. Customers requiring a NAT scenario will need to discuss with their IT Support team, or upgrade to a KC Broadband Managed service (Gold or Platinum)

### Other Charges

Service	Connection		Monthly Rental	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Reconnection fee when moving premises (Gold and Platinum only)	£55.32	£66.38	N/A	
Downgrade of service	£180.00	£216.00	N/A	
Domain name transfer/registration (including web and email forwarding)	.co.uk and .com		£5.00	£6.00
	.co.uk		£2.00	£2.40
	all other domains		POA	

### Additional Benefits for Gold and Platinum Managed services

- Hassle free router configuration and installation by our qualified engineers
- Speedy repair times to keep your business up and running
- Lifetime warranty ensuring a swift router swap-out service
- 5 static IP addresses included in the price
- Free Helpdesk support included
- Flexible "bolt-on" options like NetPilot Internet Appliances and security solutions available

### PC Minimum 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

All customers should consider the security of their PC. Kingston recommends the use of current anti-virus software and firewall protection. Email anti-virus protection is provided with email POP accounts.

### Lead Times



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Lead times from initial order are 6 working days for Teleworker, Bronze and Silver services and up to 10 working days for Gold and Platinum services.

### Conditions

Customers on a 12- or 24-month contract that terminate before the end of the contract are subject to the costs of the service for the remainder of the contract term.

### Customer Availability & Compatible Services

Please be aware that MAX services can no longer be relocated as part of a MAC request. Customers on existing MAX tariffs cannot move the service to another telephone line or to another address. If a customer needs to retain their internet connection then they will be given the option to upgrade to Lightstream or ADSL+.

KC Broadband Max is only available to business customers on a standard Kingston telephone line. KC Broadband Max prices apply to your high-speed Internet usage only, normal line rental and call charges apply to any telephony services you receive from Kingston over your telephone line.

KC Broadband Max is not suitable for connection on ISDN2/2e, ISDN30/30e or Business Superway lines. Customers with ISDN2/2e or Business Superway will have to have their lines ceased and converted to normal phone lines for KC Broadband Max. ISDN30/30e customers will also need an additional analogue line in order to receive the service.

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 broadband 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.

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

All services subject to availability, line test and confirmation.

All users of the service are subject to and must abide by our Acceptable Use Policy.