

KC Dial ~ Business Dial Up Internet Access (Not Available for New Supply)

1. Service Description

"Dial Up" access to the internet for businesses is provided by KC via either PSTN or ISDN with a number of different fixed or variable access and pricing options. Each option features a one-off connection fee and graduated monthly subscription. Multi-POP email and webspace comes with each account.

2. Product Features

Each of the products has the following features:

- Web Space - 25Mb (20Mb for Remote version)
- Domain Name Registration/Transfer - One .co.uk (not Remote version)
- Web Pointing & Email Forwarding - One domain (not Remote version)
- Auto disconnect time of 7 hours
- Idle disconnect time of 20 minutes
- 5 Multi-pop emails using POP3*
- 1GB daily download limit applies to WorkTime, AnyTime AnyTime Bonded and Anytime 4PC

* 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.

3. Domain Names

All services except Remote come with a domain registration (co.uk) or free domain transfer. This includes email forwarding to your sub-domain. Remote only comes with a sub-domain for your email and webspace. Remote webspace and sub-domains are in the following format: www.yourbusiness.karoo.net and anything@yourbusiness.karoo.co.uk

4. Service Conditions

You cannot use a router, web server or email server or to support a bulletin board on any business dial-up service. For full details please read the Terms and Conditions and Acceptable Use Policy.

5. Charging Structure

Access Product	Maximum Speed	Setup Fee		Monthly Fee	
		Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT
KC Dial Remote	128kb/s	£0.00	£0.00	£0.00	£0.00
KC Dial Standard	128kb/s	£10.00	£12.00	£13.00	£15.60
KC Dial WorkTime	64kb/s	£10.00	£12.00	£17.00	£20.40
KC Dial AnyTime	64kb/s	£10.00	£12.00	£24.99	£29.99
KC Dial AnyTime 4PC	64kb/s	£10.00	£12.00	£49.00	£58.80
KC Dial OverTime	64kb/s	£10.00	£12.00	£18.00	£21.60
KC Dial AnyTime Bonded	128kb/s	£10.00	£12.00	£54.00	£64.80

Business Line charges apply to all of the above, consisting of a one off connection charge and an annual Line Rental. Actual charges depend on the type of service installed (see the Exchange Lines section of the Price Manual for further details).

Technical support for these services is provided by dialling the Technical support helpline on 01482 602161.

6. Call Charges

Access Product	Charge Band	Charged Time Period	Uncharged Time Periods
KC Dial Remote	<u>LC*</u>	At all times	N/A
KC Dial Standard	<u>LC*</u>	At all times	N/A
KC Dial WorkTime	IN05	Monday - Friday, 5pm - 9am All Weekend	All other times
KC Dial OverTime	IN06	Monday - Friday, 7pm - 7am All Weekend	All other times
KC Dial AnyTime	IN07	N/A	At all times
KC Dial AnyTime 4PC	IN07	N/A	At all times
KC Dial AnyTime Bonded	IN07	N/A	At all times

* These charges refer to costs from a KC fixed line. Please refer to the costs as charged by your telephony provider for 0845 rates.