

# Karoo Broadband - Not Available For New Supply

## Service Description

Karoo Broadband gives you super fast Internet access, without the need to dial or wait for a connection. Users 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 a permanent, high-speed digital connection via a standard analogue phone line. ADSL is enabled via the installation of a modem/router and splitters in both the telephone exchange and your property.

## Technical Specification

The service has the following features:

ADSL Service	Max Speed		Faster Than Dial Up	Distance Available*				IP config	Download Quota Limit
	Down	Up		Walkington / Woodmansey		All Other Locations			
				Self-Install	KCOM Install	Self-Install	KCOM Install		
Karoo Broadband 2000	2000 kbit/s	64 - 256kbit/s	Up to 30 times	N/A	3.5 km	4.5 km	Dynamic IP address	No limit	No limit
Karoo Broadband 3000	3000 kbit/s	64 - 384 kbit/s	Up to 60 times	N/A		3.5 km	4.5 km	Dynamic or Static IP address	No limit

\*Maximum distance broadband is available from a KC enabled exchange or cabinet.

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.

## 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 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 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. 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 modems or routers supplied by Kingston. The modem is USB-based and comes with two microfilters plus the necessary cabling to enable connection to a PC or laptop USB port. The wired router comes with 4 ports and requires an Ethernet socket. The wireless router also requires an Ethernet socket and comes with 3 microfilters and an optional USB device to wireless-enable your laptop or PC.

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 modem or 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 will only be presented on the line where 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

### Rentals

Scheme	Monthly Rental			
	Direct Debit		Cash/Cheque	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Karoo Broadband 2000	£32.08	£38.49	£32.91	£39.49
Karoo Broadband 3000	£40.83	£49.00	£41.67	£49.00

Payment for Karoo Broadband is by monthly or annual direct debit or by quarterly or annual cash payments. All new Karoo Broadband applications are by direct debit only. No other payment methods are available to new Karoo customers or existing customers changing Karoo Internet packages.

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.