

Business Superway-No Longer Supported

Service description

Business Superway can be used for all sorts of communications such as:

- Making and receiving phone calls
- Sending and receiving faxes
- Internet use – Searching for and downloading information, including e-mails
- Sending letters, reports, drawings, presentations – in fact any document electronically
- Taking part in video conferences.

Two call packages are available. The Local Package includes line rental and Local Calls¹. The UK National Package includes line rental and UK national geographic calls.²

When selecting UK National, the inclusive calls are not itemised on the customer's account.

1 Applies to directly dialled calls only, which include calls to charge bands K and A1. ISDN data calls are specifically excluded, along with calls to charge band: L. Subject to fair usage policy.

2 Includes directly dialled calls to 01, 02 & 03 numbers only. Local ISDN data calls are specifically excluded, along with calls to charge band: L. Subject to fair usage policy.

Benefits

Using the latest ISDN technology, Business Superway converts your ordinary analogue telephone line into two separate lines with additional capabilities.

Each line can send up to 64,000 "bits" of information per second (64 kbit/s) – which is faster than the speeds you can normally achieve using a modem and an ordinary line. For even faster communications, both lines can be combined to achieve 128 kbit/s connections.

You can use any combination of two digital lines at 64 kbit/s or two analogue lines in the ways described below as and when you need to.

- You could use your PC on two digital lines to access the Internet at 128 kbit/s.
- You could use two analogue lines to make two voice or fax calls at the same time.
- You could use your PC on one digital line to access to the Internet at 64 kbit/s and use an analogue line to make a voice or fax call,
- You could use two PCs each working on each of the digital ports to access the Internet at 64 kbit/s.

All your existing phones, fax or answering machines will work on the analogue lines, just as before, but the line will be clearer and less prone to interference. Also, calling anyone – in the UK or abroad (except for international data calls, see the [International Data Calls Section](#)) – is just the same. It doesn't matter whether they have a standard telephone line, ISDN line or mobile phone.

Note

Business Superway is available on most KCOM lines and is subject to equipment availability and a line survey. If your line is unsuitable we will tell you. The majority of customers do not need to change their existing telephone number, but if this is required we shall inform you prior to any work being carried out.

Equipment you will need to operate Business Superway

Personal computer (PC)

You can use most desktop PCs and Apple Macintosh computers with Business Superway, although for optimum performance we recommend a PC with at least a 486DX processor running at 100MHz or an Apple Macintosh with at least a 68040 processor.

ISDN Card or terminal adapter

In addition you will need a suitable ISDN card or terminal adapter and you will need to make sure that your computer is equipped and configured to use ISDN.

Internet Service Provider (ISP)

If you have Internet access you should be able to take advantage of their digital connection; contact your Internet Service Provider to ask for ISDN access. They will provide you with an alternative dial-up number for digital access and advise you how to re-set your Internet Dialler to dial this new number. If you wish to use 128 kbit/s access you will need to contact your Internet Service Provider to determine any additional set-up and confirm they can offer you ISDN access.

Installation

Business Superway is quick and easy to install. As soon as you've signed up we'll arrange a convenient time and date for one of our engineers to call and install a new socket.

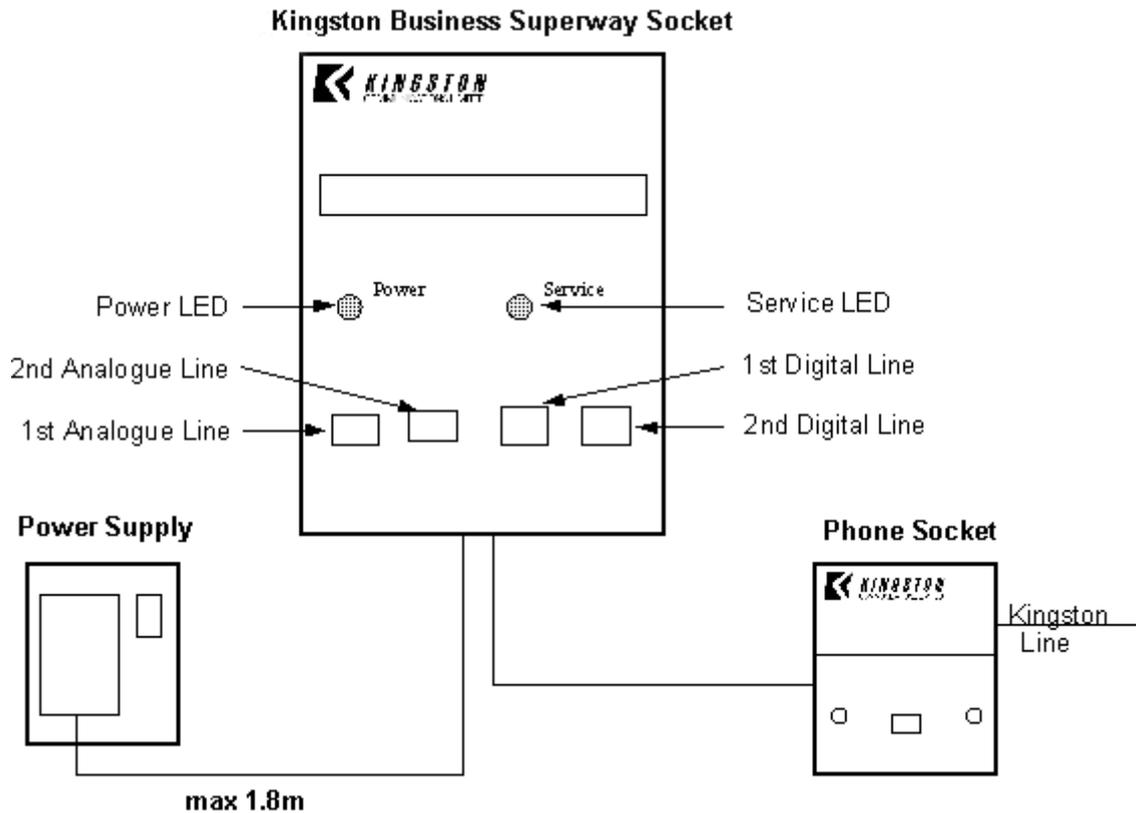
Business Superway gives you three telephone numbers, one for each of the analogue lines and one for both digital lines. The first number will normally be your current telephone number. You could allocate a second number to your fax or answering machine. The third would probably be for your PC. Call charges will be itemised separately under each telephone number. Only two of these numbers can be used at once.

Business Superway socket

Your new socket will be slightly larger than your existing phone socket and has four ports that allow you to connect four pieces of equipment. You can connect a maximum of two analogue devices (i.e. a phone, answering machine or fax machine) and two digital devices (i.e. your computer or any other digital equipment you decide to use). Only two pieces of equipment can be used at once.

The engineer will endeavour to fit the socket wherever you require, however if this is further than 10m from your existing phone socket, you may be charged extra. The socket requires mains power within reach of the 1.8m power lead. In the event of a power cut you will still be able to use your first analogue line. You will only be able to use the digital lines if the digital equipment is not reliant on the same power supply.

The second analogue line will not operate if the power fails.



What other services are available?

All KC Choice services (e.g. Call Return, Call Waiting, Reminder Call etc.) are available on the analogue lines.

In addition you can take advantage of the optional services (see the ISDN 2 Section) available on digital lines, with the exception of Direct Dialling In (DDI).

For prices for these services, the ISDN 2 Charging Section.

Charging structure

What Business Superway will cost you:

	Connection		Conversion	
	Exc.VAT	Inc.VAT	Exc.VAT	Inc.VAT
KC Business Superway	£214.00	£256.80	£143.00	£171.60
<u>Installations Taken Over (With no alterations) +</u>	£20.00	£24.00	N/A	
<u>Conversion Back to Single line (Analogue)*</u>	N/A		£68.00	£81.60

Business Superway when paid via direct debit

Service		Annual rental per line when paid by direct debit					
		1 Year contract		3 Year contract		5 Year contract	
		Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT
Business Superway 1, local line only	1 to 15 lines	£319.08	£382.90	N/A		N/A	
	16 to 50 lines	£319.08	£382.90	£306.72	£368.06	£291.36	£349.63
	51 to 200 lines	£306.72	£368.06	£291.36	£349.63	£279.12	£334.94
	200+ lines	£291.36	£349.63	£279.12	£334.94	£263.76	£316.51
Business Superway ² , UK national line only	1 to 15 lines	£373.08	£447.70	N/A		N/A	
	16 to 50 lines	£373.08	£447.70	£360.72	£432.86	£345.36	£414.43
	51 to 200 lines	£360.72	£432.86	£345.36	£414.43	£333.12	£399.74
	200+ lines	£345.36	£414.43	£333.12	£399.74	£317.76	£381.31

Business Superway when paid via Invoice

Service		Annual rental per line when paid by invoice					
		1 Year contract		3 Year contract		5 Year contract	
		Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT
Business Superway ¹ , local line only	1 to 15 lines	£331.08	£397.30	N/A		N/A	
	16 to 50 lines	£331.08	£397.30	£318.72	£382.46	£303.36	£364.03
	51 to 200 lines	£318.72	£382.46	£303.36	£364.03	£291.12	£349.34
	200+ lines	£303.36	£364.03	£291.12	£349.34	£275.76	£330.91
Business Superway ² , UK national line only	1 to 15 lines	£385.05	£462.06	N/A		N/A	
	16 to 50 lines	£385.08	£462.10	£372.72	£447.26	£357.36	£428.83
	51 to 200 lines	£372.72	£447.26	£357.36	£428.83	£345.12	£414.14
	200+ lines	£357.36	£428.83	£345.12	£414.14	£329.76	£395.71

1 Inclusive calls apply to directly dialled calls only, which include calls to charge bands K and A1. ISDN data calls are specifically excluded, along with calls to charge band: L. Subject to fair usage policy.

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In order to qualify for the volume and tenure discounted prices above, all lines must be billed on one summary bill.

UK call charges are the same as for ordinary lines, although if you use both lines (e.g. accessing the internet whilst on the phone; making two simultaneous voice calls; or two simultaneous internet calls, also known as dual- or channel-bonding) you will be charged for calls on each line separately. You will only be charged at a higher rate if you make international data calls. Please [click here](#) for details of these charges.

Separate call charges will apply for data calls across the KCOM network, for details please [click here](#).

The conversion charge is the amount to pay if you have a single existing KCOM line (either analogue or ISDN2/2e) converted into a Business Superway line, including connection to existing extension wiring on that line.

For customers with two residential analogue lines at the same premises, the conversion charge is the amount to pay if you convert to Business Superway. This conversion fee also includes connection of any existing extension wiring from your first analogue line.

Any extension wiring connected to the additional analogue line (the second line installed) can also be connected to your Business Superway line, at an additional charge per line. See the [Apparatus part](#) of the price manual.

If there is no existing KCOM line installed in the premises, the cost for a new KC Business Superway connection is as displayed above. The conversion charge excludes the cost of additional extension wiring.

Provision of dial up internet access

If your exchange line is used to provide a dial up Internet access or related service via a number in the 01482 geographic number range or other such geographic range where KCOM offer untimed call charges to users connected directly or indirectly to our network, the following additional charges will apply. These charges apply to each Superway channel used to provide a dial up internet access or related service to users connected directly or indirectly to our network.

If your exchange line is no longer used to provide such a service, these additional charges will not apply, provided you have given us three months' notice in writing detailing the change in use of your line.

Service	Connection Charge		Annual Rental	
	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT
01/12/2008				
Provision of dial up internet access, per channel	£0.00		£364.80	£437.76

Internal move of master socket

	Exc. VAT	Inc. VAT
Internal move of master socket	£95.00	£114.00

A visit charge will also apply, see the [time related charges](#) section for details.

Business discount schemes are applicable per service basis, not per line / port.

For further information, or to place an order, please call customer care on 01482 602555.

± The takeover charge is as stated above, provided that no additional work or visit is required (for details of the visit charge see the [time related charges](#) section). If additional work or a visit is required the customer will be charged the standard conversion fee as shown above and not the takeover fee.

* These conversions will be waived for those customers who simultaneously have their line xDSL enabled.