

Not Available for New Supply

Karoo Broadband



1. Service Description

Karoo Broadband comes with free anti-virus, junk mail filter and IWF filtering. The service has the following features:

| Product | Payment Type | Set-Up / Re-grade | | Monthly Price | | Standard Contract Period | Inclusive Hardware | IP Address | Monthly Download Allowance | Additional Value Adds |
|------------------|--------------|-------------------|----------|---------------|----------|--------------------------|--------------------------------|------------------------------|----------------------------|--------------------------------|
| | | Ex VAT | Inc. VAT | Ex VAT | Inc. VAT | | | | | |
| Karoo Lite | Cash | £25.00 | £30.00 | £15.00 | £18.00 | 18 months | None | Dynamic | 8GB** | 1 POP mailbox, no Webspace |
| | Direct Debit | | | £14.17 | £17.00 | | | | | |
| Karoo Mid 1 | Cash | £25.00 | £30.00 | £20.00 | £24.00 | 12 months | ZyXEL AMG 1302 wireless router | Dynamic or Chargeable Static | 25GB** | 5 POP mailboxes, 25MB Webspace |
| | Direct Debit | | | £19.17 | £23.00 | | | | | |
| Karoo Mid 2 | Cash | | | £21.67 | £26.00 | | | | | |
| | Direct Debit | | | £20.83 | £25.00 | | | | | |
| Karoo Mid 3 | Cash | | | £25.83 | £31.00 | | | | | |
| | Direct Debit | | | £25.00 | £30.00 | | | | | |
| Karoo Mid 4 | Cash | | | £30.00 | £36.00 | | | | | |
| | Direct Debit | | | £29.17 | £35.00 | | | | | |
| Karoo Pro 1 | Cash | | | £30.00 | £36.00 | | | | | |
| | Direct Debit | | | £29.17 | £35.00 | | | | | |
| Karoo Pro 2 | Cash | | | £34.17 | £41.00 | | | | | |
| | Direct Debit | | | £33.33 | £40.00 | | | | | |
| Karoo Pro 3 | Cash | £41.67 | £50.00 | | | | | | | |
| | Direct Debit | £40.83 | £49.00 | | | | | | | |
| KC Broadband 135 | Cash | £29.16 | £34.99 | | | | | | | |
| | Direct Debit | £28.33 | £33.99 | | | | | | | |
| KC Broadband 450 | Cash | £35.83 | £42.99 | | | | | | | |
| | Direct Debit | £34.99 | £41.99 | | | | | | | |

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*Hardware delivery fee of £5.41 exc. VAT (£6.49 Inc. VAT) applies for all inclusive hardware.

Inclusive hardware only available with 12 month or more contracts.

** Additional charges apply after this limit; please see below for details

Karoo Mid and Pro customers can opt for a minimum contract term that is shorter than the standard contract term, for a small, additional one-off charge, as illustrated in the table below. There is no inclusive hardware

Karoo Lite

| Minimum Contract Term | One-Off Charge | |
|-----------------------|----------------|----------|
| | Ex VAT | Inc. VAT |
| 12 months | £0.00 | £0.00 |
| 9 months | £10.00 | £12.00 |
| 6 months | £20.00 | £24.00 |
| 3 months | £30.00 | £36.00 |

Karoo Mid, Pro and KC Broadband

| Minimum Contract Term | One-Off Charge | |
|-----------------------|----------------|----------|
| | Ex VAT | Inc. VAT |
| 12 months | £0.00 | £0.00 |
| 9 months | £10.00 | £12.00 |
| 6 months | £20.00 | £24.00 |
| 3 months | £30.00 | £36.00 |

If the customer is signing up to the same shorter contract term with KC Talk at the same time, the relevant connection fee is payable for KC Talk but is waived for Karoo Broadband.

Payment is by monthly or annual direct debit. Customers can pay through quarterly or annual cash payments only at the discretion of KC. All rental charges are payable in advance. Customers wishing to pay annually in advance for Mid or Pro will benefit from 12 months for the price of 11, by receiving 1 month's discount. Please note that annual payments, which qualify for a month discount, do not qualify for any other discounted rental offer.

Service availability is subject to survey and confirmation.

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The maximum downstream and upstream line rates are dependent on a number of factors, including the following:

- Distance of the customer from their local exchange
- Quality of the customer's internal wiring (incl. extension cables)
- Correct installation of Microfilters
- Number of other ADSL connections within the same cable to the exchange (therefore slower at peak times)
- Any interference caused by electrical devices within the home (e.g. Sky, burglar alarms, etc.)
- Hardware: Ethernet will generally give better speed than USB

2. Installation Options

You will need an ADSL2+-compatible router, plus Microfilters ("splitters") in each of the telephone sockets that has equipment connected, e.g. telephones, Sky set-top box, fax machines, etc., in order to separate the telephone line and ADSL frequencies. 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.

3. Hardware Options

Hardware Retail Prices

| Hardware | Fulfilment House | Product Code to be used | Ex VAT | Inc. VAT | Hardware Offers |
|---|------------------|-------------------------|--------|----------|--|
| ZyXEL AMG 1302 wireless router (includes 1 Microfilters)* | Netlynk | KCHULL_TG582N | £29.99 | £35.99 | Included with Karoo Mid 1, 2, 3 and with Pro 1 or 2 |
| Net gear DGN 2200* | N/A | N/A | £54.16 | £64.99 | Available as an upgrade to the ZyXEL AMG 1302 wireless router for Mid-2 and 3 customers and Pro customers, for an additional £25 exc VAT, £30 Inc. VAT |
| Powerline Adapters* | Netlynk | POWERLINE | £54.16 | £64.99 | Includes courier delivery if applicable |
| Thomson TG123g wireless adapter* | Netlynk | | £16.00 | £19.20 | None |
| Wireless bundle: ZyXEL AMG 1302 wireless router, 1 filters and TG123g wireless adapter* | Netlynk | | £41.66 | £49.99 | Better price if customer wants to take a wireless adapter with the wireless router |
| ADSL Microfilter* | Netlynk | | £2.49 | £2.99 | None |

*Hardware delivery fee of £5.41 exc. VAT (£6.49 Inc. VAT) applies for all inclusive hardware.

Inclusive hardware only available with 12 month or more contracts.

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4. 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.

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 available when 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.

5. Additional Charges

| Description | One - Off Charge | |
|---|------------------|----------|
| | Ex VAT | Inc. VAT |
| Discretionary downgrade fee: customers can downgrade product free of charge within contract, but KC reserves the right to charge for second and subsequent downgrades | £25.53 | £30.64 |
| Discretionary reconnection fee following disconnection or suspension due to abuse (copyright infringement, viruses, etc.) | £25.53 | £30.64 |
| Additional Charge for exceeding 5GB limit on Karoo Lite (per GB or part thereof) | £2.50 | £3.00 |
| Additional Charge for exceeding limit on Karoo Mid, Pro and KC Broadband (per GB or part thereof) | £1.67 | £2.00 |
| Hardware delivery fee (applicable to all inclusive hardware) | £5.41 | £6.49 |

| Description | Monthly Charge | |
|---|----------------|----------|
| | Ex VAT | Inc. VAT |
| Additional Charge for optional single static IP address, available only on Karoo Mid Packages | £1.70 | £2.04 |

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6. Early Termination Charges

Early Termination Charges apply for customers ceasing their KC Internet service whilst still in contract. These Early Termination Charges are highlighted in the table below, and apply per month for the remainder of the contract term. VAT is not payable on these charges.

| Description | Monthly Early Termination Charge |
|------------------|----------------------------------|
| | Ex VAT |
| Karoo Lite | £5.54 |
| Karoo Mid 1 | £9.30 |
| Karoo Mid 2 | £10.53 |
| Karoo Mid 3 | £12.57 |
| Karoo Pro 1 | £14.62 |
| Karoo Pro 2 | £16.67 |
| KC Broadband 135 | £17.95 |
| KC Broadband 450 | £22.45 |

7. Restrictions

Karoo Broadband is only available to residential customers on a standard KC telephone line and can only be provided in the name of the contract holder for the telephone service. Normal line rental and call charges apply to any telephony services you receive from KC over your telephone line.

Karoo Broadband is not suitable for connection on ISDN2/2e or Home Superway lines. Customers with ISDN2/2e or Home Superway will have to have their lines ceased and converted to normal phone lines for Karoo Broadband.

If your property has previously had KIT installed at some time you may not be able to use Microfilters on other telephone extensions without a KC Engineer visit.

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 ADSL 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.

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

Service availability is subject to confirmation and a site visit where required.



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