

## The truth about broadband

Don't listen to the idle gossip: most of the myths surrounding broadband are exactly that.

### Here are some of the most common myths:

#### *It costs a lot to set up?*

**NO:** Karoo is free.

#### *I need to get an engineer out?*

**NO:** Karoo offers a self install option. Full instructions are included on the Karoo installation CD that comes free when you order.

#### *I have to have a micro-filter?*

**YES:** but these are free with Karoo Broadband and just fit into your phone socket. Full instructions are included on the Karoo installation CD.

#### *I need a broadband modem?*

**YES:** this is also free with Karoo Broadband.

#### *It's always on?*

**NO:** you can turn broadband off (disconnect) just like dial-up.

#### *It runs up your phone bill?*

**NO:** you pay a monthly fee; there are no additional internet call charges.

#### *My computer will get viruses?*

**NO:** there is a free trial of the F Secure Security Suite on the Karoo installation CD to help prevent this.

#### *I will get lots of spam? (unwanted emails)*

**NO:** Karoo offers a free Anti-Spam and 'junk-mail filter'.

#### *My kids can access adult material?*

**NO:** there is a free trial of the F-Secure Security Suite on the Karoo installation CD to help prevent this.

#### *People can get into my PC?*

**NO:** there is a free trial of the F-Secure Security Suite on the Karoo installation CD to help prevent this.

#### *My PC is too old?*

**PROBABLY NOT:** broadband will work on most PCs up to five years old.

#### *I need a router?*

**NO:** you can use one instead of a modem, but you only really need one if you're connecting multiple computers, or an added game console, to the same broadband connection.

#### *How do I get more information or sign up?*

If you would like more information or to sign up you can:

Visit our website: [www.karoo.co.uk](http://www.karoo.co.uk) and click on "broadband" to see our range of products and prices.

Email us your questions at [customerservices@karoo.co.uk](mailto:customerservices@karoo.co.uk)

Call us on 01482 602444



# The Karoo Guide To Broadband

This jargon-free guide will help you feel like an Internet expert in five minutes flat

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## Broadband: The Web Just Got Wider

**Are you chugging along the information superhighway when you could be speeding down the fast lane?**

Dial-up connections can be painfully slow, but broadband allows information to flow faster to your computer. It lets you listen to thousands of online radio stations, watch movie trailers and music videos, play games, download music, send pictures, and search the web with super speed.

All this, and it doesn't hog your phone line – so you can call your friends and use the Internet at the same time. One fixed monthly payment means you can stay online for as long as you like without worrying about any extra charges on your phone bill.



## Bringing Broadband To Your Home

If you're not technologically minded, getting broadband can seem confusing, and the range of choices can be scary. But getting Karoo Broadband is surprisingly easy...

### 10 simple things about getting broadband from Karoo

1. You don't need your garden digging up.
2. You don't need an engineer to visit.
3. You don't need a new computer – Karoo Broadband will run on most models under 5 years old
4. You will need a 'broadband' modem - which you receive free of charge when you connect to Karoo. This is a small box that you simply plug into your computer.
5. You also need something called a 'filter' (sometimes called a 'splitter'). You simply plug this into your phone wall sockets and they allow you to use your phone and the Internet at the same time. You'll get 2 free filters free with your modem, and you can buy extra ones once you're on the Internet, from our online shop.
6. When you sign up it's with a standard 12 month contract for your connection, however you can upgrade and downgrade your service any time during this period.
7. You will need to pay for Karoo Broadband by Direct Debit, and this is a separate payment from your phone bill.
8. With Karoo Broadband you just have one monthly payment, no matter how long you are connected – so you can use the Internet for as long as you like without the worry of running up an expensive bill.
9. It can take up to ten working days for your account to become active.
10. If anything goes wrong Karoo provides a number of ways you can get help, by phone, email or on our main web page on the Internet.

# How to choose the perfect Karoo package

Deciding which broadband service is for you depends on two main things:

## 1. Deciding what 'Speed' of connection you want.

The 'Speed' of your connection is measured in something called Megabits per second normally referred to as Mbps. Some people call this "Megs". You don't need to get too hung up on exactly what this means but, put simply, the more Mbps the faster the connection. The faster the connection the quicker the Internet sites you want to look at will appear and the faster things like music and movie trailers will download onto your computer from the Internet.

## 2. Do you want an 'unlimited' connection?

An 'unlimited' connection means that it has no usage limits. Usage limits are sometimes referred to as "download limits" or "caps". They are measured in Gigabytes (GB). Your monthly usage limit is the amount of data (files, photos, emails, websites) that you can download each month. To make it easy, all Karoo packages, except for the Karoo Starter package, are unlimited and have no usage limits so you can download as many family photos, music tracks, video clips as you like and search on as many websites as you like.

The Karoo Starter package does have a 2GB per month usage limit. Typically with 2GBs per month you can:

Look at web pages for around 8 hours per day.

Send around 20 photos per week via email

Download around 20 music tracks per week

Download around 20 minutes worth of video clips per week.

I want to go...	...fast	...really fast	...the fastest
...to the advanced internet user	500kbps – 1Mbps	1 Mbps – 2 Mbps	Over 2 Mbps
...to the rest of us	Anything between 512 k and 1 Meg.	Anything between 1 Meg and 2 Meg	Anything over 2 Meg
Karoo package	Karoo Starter or Karoo Broadband 500	Karoo Starter or Karoo Broadband 1000	Karoo Broadband 2000 or 3000
What can I do with this speed?	Great for browsing web pages, email and occasionally downloading music or movies.	Web pages appear at lightening fast speed. Great for downloading music or movies. Download security updates for your computer.	Apart from being able to show off you can tackle anything that the Internet has to offer.
Download a chart single in....	Approx 60 seconds	Approx 30 seconds	Approx less than 30 seconds



## Wireless broadband

Traditionally, you needed a broadband modem to connect to broadband and you needed one for each PC in your house.

Now, you can use a “wireless router” which is like a modem, but more advanced, and connect more than one PC, laptop or games console to the same Karoo Broadband connection. This means you can use all of these devices at the same time at no extra cost. It does all of the above, but without the leads or wires usually needed to connect each device. This means you can access the Internet from any room in your home, even from the garden.

### Who is wireless broadband ideal for?

Anyone wanting to make their laptop truly mobile – you’ll be able to use it anywhere in your home.

Anyone with more than one computer – multiple users can access the same broadband connection at anytime, so there’s no need to get another line.

### What do I need?

A broadband Internet connection from Karoo.

A wireless router

A PC or laptop that has wireless network capabilities (e.g. Intel Centrino). If you don’t have this you’ll need a ‘wireless adapter’ that you plug into the side of your laptop and allows it to communicate with the wireless router.

Both the ‘wireless router’ and the wireless adapter are available when you order Karoo or from our online shop at [www.karoo.co.uk](http://www.karoo.co.uk).

## Safe Surfing

The internet is a weird and wonderful place – with information on everything from poetry to pornography; not to mention the dreaded computer viruses so it’s important to keep your kids and computer safe online.

### Karoo recommends:

- A parental control service to filter out adult content. Karoo offers a free 30-day trial of the F-Secure Home Security Suite and if you continue using the software after the trial, a 10% discount from the RRP
- Don’t just rely on a filter – supervised Internet access is the safest way to control what information your child is accessing
- Monitor your child’s access to ‘chat rooms’, ‘news groups’, ‘web logs (blogs)’, ‘instant messengers’ and email
- For more advice on keeping your family safe online visit [www.karoo.co.uk](http://www.karoo.co.uk) or the Internet Watch Foundation at [www.iwf.org.uk](http://www.iwf.org.uk)

## Computer Care

In the same way we can be struck down with a cold or flu, your computer is at risk from viruses. So it helps to protect it.

### Karoo recommends:

- An Internet security suite like the F-Secure Home Security Suite (see above) offers protection from most computer viruses by using a firewall and antivirus software
- Don’t open emails from people you don’t know – especially if they have files attached
- Don’t leave your computer open for strangers to use
- When browsing the Internet, avoid clicking “accept” on pop up boxes from unknown companies
- Keep your Windows and Internet security software updated with free regular downloads. Visit [www.microsoft.co.uk](http://www.microsoft.co.uk) or [www.karoo.co.uk](http://www.karoo.co.uk) for more information