

Broadband for Surrey Hills Ltd
(B4SH)
Fibre Optic Broadband Service
BUSINESS CONTRACT

www.gigupanddown.net



Registered office: 4 Swaynes Lane, Guildford, Surrey GU1 2XX
Phone: 07437 165949
Registration No 7656 VAT No 289 5582 37

Please complete, sign and date this form to confirm that you have entered into a contract with B4SH Ltd and accept our Terms and Conditions ¹. Please leave it next to your install for the technician to collect.

- All equipment remains the property of Broadband for Surrey Hills Ltd.
- Monthly service payment to be made by Direct Debit (details overleaf).
- Your usage to be in line with the **B4SH Acceptable Use Policy** ² which can be found on the B4SH website.
- The minimum period of contract is **ONE month, once service is taken.**
- Your contract can be terminated by giving **ONE month's notice** in writing.
- B4SH reserves the right to terminate the service under standard Terms and Conditions ¹ of the contract.

I/we accept the Terms and Conditions ¹ under which B4SH Fibre Optic Broadband Service is provided to me/us and agree to pay the connection charge and monthly service fee as indicated. Full details and costs can be found on the B4SH website. I/we agree to accept future communications from B4SH by email and our newsletter.

Signed Date

Please fill in both columns below if this is a split invoice between a tenant and a landlord. Please use an email address that will not be changed when you connect to the B4SH service (ie your old email address may cease when you change ISP).

Please circle the correct Tariff (see tariff table on next page) - A B C

| | Business Connection: tariff overleaf and/or Monthly Service Charge <i>Customer details here</i> | Connection fee: tariff overleaf If different payee from service user <i>Landlord details here</i> |
|---|---|---|
| Name | | |
| Address | | |
| Postcode | | |
| Email | | |
| Telephone | | |
| Mobile | | |
| Tick here for Connection only <input type="checkbox"/> Shareholder? Yes/No | Please tick your preferred payment method (for connection fee only): Payment by cheque <input type="checkbox"/> Cheque number: Payment by direct debit <input type="checkbox"/> Payment by BACS <input type="checkbox"/> | Payment by BACS for Connection Fee only BANK DETAILS <i>Account: Broadband for Surrey Hills Ltd</i> <i>Bank: Handelsbanken, Sort Code: 40-51-62,</i> <i>Account Number: 18244922</i> <i>Account Reference: Use your Surname</i> Payment by cheque for Connection Fee only to be made out to "Broadband for Surrey Hills Ltd". Name and address on the back of the cheque please. |
| Tick for full service <input type="checkbox"/> | Monthly Service Fee to be paid by Direct Debit (GoCardless); we will email you a link to set this up. | Office use only |
| Live Date: | Invoice requested Yes/No | Customer Number: |

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Summary of Charges Applicable December 2018

Note – currently the VAT rate is 20% but if the rate changes so too will the VAT element of our charges, to reflect the new rate.

| Category | Connection Charge | Service Charge (monthly) | Conditions |
|---|--------------------------|---------------------------|--|
| A Residential/micro-business | £125 + VAT = £150 | £37.50 + VAT = £45 | Suitable for homes and micro-businesses with fewer than 6 employees, small schools |
| B Small Business (SME) | £250 + VAT = £300 | £75 + VAT = £90 | 6-15 employees |
| C Large Business (Enterprise) | Please consult us | Please consult us | 16 or more employees or extra needs |

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Here are the main points of the Contract which you signed to confirm that you have entered into a contract with Broadband for Surrey Hills Ltd and accept their Terms and Conditions ¹:

- All equipment remains the property of B4SH Ltd.
- Monthly service payment to be made by Direct Debit if service is taken.
- Your usage to be in line with the B4SH Acceptable Use Policy ² which can be found on the B4SH website.
- The minimum period of contract is ONE month once service is taken.
- Your contract can be terminated by giving ONE month's notice in writing.
- B4SH reserves the right to terminate the service under standard Terms and Conditions ¹ of the contract.

I/we accept the Terms and Conditions ¹ under which B4SH Fibre Optic Broadband Service is provided to me/us and agree to pay the connection charge and monthly service fee as indicated if service is taken. Full details and costs can be found on the B4SH website.

I/we agree to accept future communications from B4SH by email and newsletter.

Monthly Payments for your new Service need to be made by Direct Debit.

You will need to set the Direct Debit up with our partners GoCardless Ltd.

You will receive an email from B4SH when your service goes live, explaining how you link to the GoCardless secure site and enter your Bank Details. Once you have done this B4SH will be informed and payments will be initiated. This is why we have to be notified if you change your email address! Failure to inform us means we cannot inform you about important things, we can't email your invoices if you want them, and your direct debit could fail leading to your service being terminated.

If the Direct Debit has not been set up within seven days of receiving the welcome email and connection, B4SH will contact you to see what the problem is. If it cannot be resolved we reserve the right to terminate the service.

These transactions are fully covered by the Direct Debit Guarantee and are administered by GoCardless Ltd

GoCardless Ltd, Sutton Yard, 65 Goswell Road, London, EC1V 7EN.

Telephone: 020 8338 9538

Email: help@gocardless.com

GoCardless is regulated by the Financial Conduct Authority as an Authorised Payment Institution.

Connection Fee Customers:

- **Payment by Cheque** for Connection Fee only - made out to 'Broadband for Surrey Hills' please write your name and address and customer number (if known) on the back,
or,
- **Payment by BACS** for Connection Fee only - Broadband for Surrey Hills Ltd, **Bank:** Handelsbanken. **Sort Code:** 40-51-62 **Account number:** 18244922. **Reference:** please use your surname and customer number so that we can track your payment.

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There is a digital copy of this Welcome Pack on the Documents section of our website, <https://www.gigupanddown.net/documents/> so you can click on links within it for more information.

Welcome to B4SH

This pack tells you what you need to know to get up and running with your new connection. Before you start surfing there are some administrative formalities you need to complete

Please complete the Contract and personal details sheet and hand it back to the technician who has done your installation. This is vital. When this form gets to the office you will be sent an email to set up your Direct Debit. If you were out when the final install was done, please post the contract to us or email a photo of it to accounts@B4SH.org.uk

When and how do I pay?

- Once we have received your form and have confirmed your connection is live we will send you your first email to set up a Direct Debit.
- Your first payment will be for the connection fee and first month's service. After that your monthly Direct Debit should commence. This is due the first day of each month (unless you are a foundation shareholder with free connection). Tenants may have agreed that the landlord will pay the connection charge so let us know if you want separate invoices.
- Payment by Cheque for Connection Fee only - made out to 'Broadband for Surrey Hills' please write your name and address and customer number on the back, or,
- Payment by BACS for Connection Fee only - Broadband for Surrey Hills Ltd, Bank: Handelsbanken. Sort Code: 40-51-62 Account number: 18244922. Reference: please use your surname and customer number so that we can track your payment.

If you have any questions after you have looked through this information, please call or email the help desk.

B4SH contact details are:

Address: Broadband for Surrey Hills Ltd, 4 Swaynes Lane, Guildford GU1 2XX

Website: <https://www.gigupanddown.net/>

General or administrative queries email: info@B4SH.org.uk

Support answerphone: 07437 165949

Connection problems: helpdesk@b4sh.org.uk

NB The B4SH support phone is not continuously manned but you can leave a message including your contact details and should receive a reply within 24 hours. **Please speak slowly and clearly and give your name and address.**

Please note: If you currently have an email address linked to your internet provider (eg Virgin, Plusnet, BTinternet etc) they could be suspended when you cancel your contract and join the B4RN service. **You will need to set up a new email that is not attached to a provider, eg Gmail, Hotmail etc.**

Please notify us when you have set up a new email address then your contact details can be updated. If you change your phone number please notify us about that too. Contact email: accounts@B4SH.org.uk

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The Formal Bits

Service Level Agreement

Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between B4SH and B4SH network users for the provision and support of the B4SH Internet connection. This Agreement remains valid until superseded by a revised agreement.

Objectives

The **objectives** of this Agreement are to:

- Explain to users what is covered by the B4SH support service.
- Present a clear description of support service provision to the users.
- Ensure that users are aware of any commitments on their part.

Service Agreement

Scope of the Agreement

B4SH will be responsible for the maintenance, upkeep and repair of the network infrastructure, ie the fibre optic cabling and associated hardware, up to and including the CPE (Consumer Premises Equipment - the box on the wall). B4SH has no liability to support any additional cabling or connections within the house or any equipment connected to it.

Support Provision

Contacting the support service

At the moment the provision of a fully manned support phone line is not possible so contact with the support service desk will be by email or answerphone. If a user has a problem with their Internet connection they can contact the service desk by mailing (helpdesk@B4SH.org.uk) or calling 07437 165949 and leaving a message after office hours. The support mail boxes will be checked at regular intervals or the user called back as soon as the message is picked up.

Time frame for a response

Between 9:00 am and 6:00 pm a response should be received the same day. Messages left outside these times will be dealt with at the start of the day from 9:00 am. If the problem cannot be resolved on the first call it will be passed to the tech team who will investigate further. If immediate resolution of the fault is not possible, they will contact the user(s) as soon as is practicable, but at least within 24 hours, with an explanation of the fault and an indication of how long it will take to restore the service.

Maintenance issues

Where maintenance is planned users will be given at least 48 hours’ notice and an estimate of time the network will be down. If an emergency repair necessitates taking part of the network offline B4SH will use reasonable endeavours to inform affected users before doing so.

User Responsibilities

Users will notify B4SH if they become aware of any damage to the cable where it runs over their land.

The user will not change (or attempt to change) any of the network CPE settings except as instructed by B4SH and **will not press the reset button or they will lose their service until it is reconfigured.**

Users may change the CPE customer settings (change passwords, SSID etc).

Property owners (includes householders) will allow B4SH reasonable access to their premises to inspect the network and to effect repairs.

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B4SH Liabilities

B4SH service support only covers faults on the B4SH network. In the event of a loss of connection due to a failure of 3rd party equipment outside B4SH's control, B4SH's responsibility is limited to keeping users informed of the problem and the time scale for its resolution.

B4SH cannot be held responsible for any consequential loss due to failure on the network. You are responsible for your data backup and your own equipment, PCs, TVs, cameras and software belonging to you.

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Getting Connected

Going Live

Once your fibre has been blown and the equipment has been installed you will be advised when it is “live”. This may be some time later depending on work-load and will be indicated by a second green light next to the power light on the box coming on; you should have three green lights when it is live.

Making the Connection

There are 2 ways to connect to the network:



1. **Wired connection** where your device is connected to the box on the wall (CPE) by a cable. This is best for desktop PCs, TVs or for use with a VOIP (Voice Over Internet protocol) telephone service. It does not need a password.

2. **Wireless connection**, which uses Wi-fi. This is slower but ideal for portable devices such as laptops, tablets, and smartphones.

Wired Connection

Simply plug an Ethernet cable directly into any one of the yellow plugs (Ethernet ports) on the underside of the box and connect the other end to the Ethernet port on your computer, VoIP phone or TV.

Wi-fi (wireless) Connection

Before you start a new wireless connection make sure you turn off or unplug the power lead from your old modem. Also temporarily disable 3G dongles and digi-senders for Sky. These all use the same radio channels and too many Wi-fi signals can cause issues.

The new B4SH Wireless name is called the ‘SSID’ and you should have been given the password by the person who connected you. It is on a sticker on your equipment. Follow the wireless connection instructions for your device and enter the password, also known as a **secure network key**, or WPA when requested. If your router has two radio signals, enter the password in both if your device can see both of them.

The picture below is an example of what you might see when connecting an iPad. The ticked service is the one you are connecting to and the other is probably a near neighbour.



Select your wireless name (the one that is ticked) and then enter the password called WPA on the label. Make sure you can see the difference between, for example, a figure 1 and a letter l for the password.

On Windows

Right click the connection you want to use to open the properties screen and enter the password.

Note: Some newer computers might ask for the PIN but there is a button to click on just below the line to select password (network key) and you can tell your computer to ‘remember the password’ to save you putting it in every time.

Email Addresses

To send and receive emails through the B4SH service you must sign up to a free web based service such as Gmail, Yahoo or Outlook Live (formerly Hotmail). These can be configured to run with your computer’s email programme (eg Outlook, Thunderbird) or can be accessed directly through the web. We would

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recommend you try this web based option as it allows you to access your emails from any web connected device anywhere in the world.

If your email service was run through your previous ISP (Internet Service Provider) your email address (eg someone@isp.com) may terminate with your contract (check before you cancel it). If you can and want to keep your previous email address then most web based services can be set up to use your existing address. For Gmail full details of how to do this are in the Gmail 'settings' tab or on Gmail help.

Please make sure you notify info@B4SH.org.uk of your new address, or notifications will be sent to the one you registered with and you won't receive them!

Simple security measures

Some simple measures can help protect your computer from virus attacks.

- Make sure you have an anti-virus program installed, keep it up to date – most update automatically when you are connected to the internet - and schedule scans to run at regular intervals at a convenient time every day or overnight.
- Only open email attachments you are expecting. If in doubt contact the sender before opening.
- Don't follow web links in unsolicited emails; if they purport to link to a site you are interested in, type the address into your browser yourself. (In some browsers if you hover over the link it will show the actual address it is pointing to so you can see immediately if it is a fake).
- There is no need to pay a lot of money for virus protection, it's more important to protect yourself by not visiting sites that could pose a danger or opening unsolicited email links. There are many free antivirus programmes available, see <http://www.filehippo.com/>

If my connection stops working

Your first port of call if your connection stops working is B4SH support (see Service Agreement on page 5) but there are some simple checks you can make yourself which may solve the problem or give you more information to pass to the help desk.

1. Is everything plugged into the power supply and is the power light on the box (CPE) lit?
2. Is the connection light on the CPE lit? (Second light on left next to power light)
3. If possible check the connection with another device – laptop, mobile phone or tablet.
4. Check with a neighbour to see if they are having the same problem.
5. If using a wired connection
 - a) Are both ends of the lead connected properly (disconnect then reconnect).
 - b) Is the connection light on the computer flashing – this is by the Ethernet connection point on the computer. If the light on the CPE is flashing but not the one on the computer try a different lead if you have one.
 - c) Is the computer working normally (apart from not connecting to the internet)
6. If using Wi-fi
 - a) Try disconnecting and reconnecting from scratch including entering the password.
 - b) If you have an Ethernet cable, try connecting using that.
 - c) Turning your device off and then on again (rebooting) often works too. Reboot the CPE by pushing the power button beside the power plug on the underside of the CPE, waiting for 10 seconds then push the power button again, **but make sure any repeaters on your indoor network are powered off until the B4SH router is back up.**
(DO NOT PRESS THE RESET BUTTON or you will lose your connection and will have to notify us to have it reconnected.)

B4SH cannot help directly if the fault is in your equipment but there may be someone in your local community who is willing to help. *Ask your local B4SH volunteers or email helpdesk@B4SH.org.uk.* Alternatively we are compiling a list of people who provide paid for computer services.

(If you would like to be added to this list contact info@B4SH.org.uk)

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What else can I do with my connection?

Television

You will have enough bandwidth to have an internet television running in every room, all on different channels. You can get free channels (BBC iPlayer or Channel 4's 4OD for example) but bear in mind you will still need a television licence if you are getting the programmes live over the internet. There are also on-demand streaming film services like Netflix or Prime available. If you don't want to watch them on your computer, you can use internet ready television (Smart TV) or a TV converter box such as YouView or Appletv, Amazon firestick etc.

Do not attempt to use the CATV socket on the CPE as this is not connected.

Telephones

It makes no financial sense to retain a landline. Telephone services using existing phones can be provided cheaply using a VoIP (Voice over Internet Protocol) service which is basically a telephone that runs over the internet. There are many providers out there who can supply the service at varying costs. They will also port your existing number or give you extra ones.

Do not attempt to use the phone sockets on the CPE as they are not connected.

An example is Vonage, which also gives you free ringback, call forwarding etc. and unlimited calls for a low price. <http://www.vonage.co.uk/> but there are many more to choose from.

Note that currently B4SH is unable to provide advice on setting up a VoIP service.

Mobile Phones

Don't want to use VoIP and live in a poor mobile reception area?

Wifi calling will work with many of the main providers for free, check your mobile handset settings.

Or why not look at installing a Femtocell (eg Vodafone Sure Signal or EE Signal Box) and make maximum use of your mobile contract call time. These mini-phone masts in your home plug into your internet connection and pick up specified mobile numbers in and around the house, routing the call data through the broadband link to your provider. Femtocells cost about £40-£100, depending on your mobile provider. A Vonage service also lets you 'pair' your mobile to your wifi to make free calls on your Vonage service plan.

Cameras and security

Security cameras are available which can be monitored from a remote device such as a smart phone over the internet; one of many things to try out. Please let us know of any interesting uses.

Backup

With the high data transfer speeds available through B4SH it is very simple to back-up your data – photographs documents etc to an off-site data store - The Cloud. This can be done through free services such as Dropbox, SkyDrive or Google Drive or paid services.

Power Backups

A network design with battery-backed power supplies has been engineered to maintain services even in the worst storm conditions. If you invest in a standby battery unit in your home and have a tablet etc you can always remain in full communication with the outside world.

Other Uses

There are (will be) so many things to try out! However, we want to make sure we get the basic network running and meeting everybody's needs before we take on more to do. You are welcome to experiment on your own, and please let us, and your neighbours, know how you get on – passing on our knowledge is how this broadband-enabled community will learn and develop.

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Connection Speed

The B4SH service will supply at a speed close to 1Gps and can be tested at www.speedtest.net - always use the app from OOKLA, not the browser test. The speed actually measured will be limited by the speed of your equipment and by the way it is connected to the CPE (your B4SH kit). Older PCs are only capable of connecting at up to 100Mbps ie the speed test will test the speed of your device, not the speed of the network. The speed test will also vary depending on where you test it to. Some servers are very busy and that shows in the tests.

Fixed devices such as Smart televisions and desk-top computers will work best with wired connections. Wifi connected equipment such as laptops and smartphones will be slower than wired connections but should be adequate for your normal needs. Wifi will not be affected by multiple users but may be slowed down by thick walls or distance from the CPE. In this case an access point wired to the B4SH CPE or a "homeplug" which uses the house wiring can be used to extend the range.

Wifi help

If you can imagine your new connection is like a hyperfast highway to where you want to go, you have to be aware if you choose a bike you won't go as fast as if you jump into a racing car... So a phone or tablet on wifi will not go as fast as a modern computer on Ethernet cable. Not that it matters, because no matter how many gadgets you own they will all just work, assuming you are in your wifi zone. If you wish to extend that zone to other areas in your property then please do check the help files. The documents section of our website contains all the help files you will ever need: <https://www.gigupanddown.net/documents/>.

But please don't forget, wifi is a dark art, and is very unpredictable! If in doubt, find a geek, buy him pizza and ask his advice. Or contact an expert; smaller computer shops have very friendly staff.

Our Newsletter update is on the Documents page of our website:

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