Highland Community Broadband

Here are the main points of the Contract which you signed to confirm that you have entered into a contract with Highland Community Broadband and accept our terms and conditions:

- All equipment remains the property of HCB.

- Monthly service payment to be made by Standing Order in advance.

- Your usage to be in line with the **HCB Acceptable Use Policy** and **HCB Terms and Conditions** which can be found on the HCB website.

- The minimum period of contract is **TWELVE months once service is taken.**

- Your contract can be terminated by giving **ONE months' notice** in writing before this twelve month period expires.

- HCB reserves the right to terminate the service under standard terms and conditions of the contract.

I/we accept the Terms and Conditions under which Wireless Broadband 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 HCB website http://www.hcbroadband.co.uk/

I/we agree to accept future communications from HCB by email.

Monthly Payments for your new Service need to be made by Standing Order on the 1st Monthly. You will need to set up the Standing Order with your bank.

The Standing Order must be in place and the installation fee paid as the connection goes live. HCB will contact you if the Standing Order is not in place and we have not received the installation payment. If the matter is not resolved we reserve the right to terminate the service and retrieve any HCB equipment.

Payment by BACS for Installation Fee only:
Bank of Scotland
Account Name: Highland Community Broadband
Sort Code: 80-22-60

Account number: 15297860
Reference: please use your surname and postcode so that we can track your payment.

Monthly Payment by standing order for payment on the 1st:
Bank of Scotland
Account Name: Highland Community Broadband
Sort Code: 80-22-60
Account number: 15297860
Reference: please use your customer number so that we can track your payment.

WELCOME TO HCB

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 Service Contract sheet and return it to us. **This is vital.** When this form gets to the office you will be sent an email reminding you to set up your Standing Order and make the Installation payment.

● Make sure you have a note of the **password you need to connect via Wi-Fi** this is also usually on a sticker on this welcome pack. **Write it here as a reminder.**

SSID (your network name)	Password (secure key)

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 your Standing Order.

● Your first payment will be for the installation and the first month's service pro rata. After that your monthly Standing Order should commence. This is due the first day of each month.

● Tenants may have agreed that the landlord will pay the installation fee so let us know if you want separate invoices.

● **Payment by BACS** for Connection Fee only:
Bank of Scotland
Account Name: Highland Community Broadband
Sort Code: 80-22-60
Account number: 15297860
Reference: please use your Customer ID number so that we can track your payment.

● **Payment by Standing Order**
Bank of Scotland
Account Name: Highland Community Broadband
Sort Code: 80-22-60
Account number: 15297860
Reference: please use your Customer ID number and postcode 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.
HCB contact details are:
Address: Radio House, Mill Street, Ullapool, Ross-shire. IV26 2UN

Website www.hcbroadband.co.uk
General or administrative queries email: info@hcbroadband.co.uk
Support Phone : 01854 335011 **Connection problems** info@hcbroadband.co.uk
NB: The HCB support phone is not currently 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.
*Please Note: If you currently have an email address linked to your internet provider (e.g. Virgin, PlusNet, BTinternet etc.) they could be suspended when you cancel your contract and join the HCB service. You will need to set up a new email that is non-specific to a provider, e.g. Gmail, Hotmail, etc. More information is available later in this pack.

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: info@hcbroadband.co.uk

The Formal Bits

Service Level Agreement

Agreement Overview
This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between HCB and HCB network users for the provision and support of the HCB 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 HCB 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
HCB will be responsible for the maintenance, upkeep and repair of the network infrastructure, i.e. the wireless transmission stations and associated hardware, up to and including the CPE (the box on the wall). HCB 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 info@hcbroadband.co.uk or calling 01854 335011 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 5:00 pm Monday to Friday 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 as much notice as possible (usually 48hours) and an estimate of time the network will be down. If an emergency repair necessitates taking part of the network offline HCB will use reasonable endeavours to inform affected users before doing so.

User Responsibilities
Users will notify HCB if they become aware of any damage to the network. The user will not change (or attempt to change) any of the network CPE settings except as instructed by HCB. Property owners (includes householders) will allow HCB reasonable access to their premises to inspect the network and to effect repairs.

HCB Liabilities

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

HCB 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.

Getting Connected

Going Live
Once your dish and the equipment have been installed you will be advised when it is "live". This may be some time later depending on workload.

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 the LAN port of your router and connect the other end to the Ethernet port on your computer 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 digisenders for Sky. All these use the same radio channels and too many Wi-Fi signals cause trouble.

The new HCB Wireless name is called the 'SSID' and you should have been given the password by the installer who connected you. It is on a sticker on your welcome pack. Follow the wireless connection instructions for your device and enter the password, secure network key, or WPA when requested. If your router has two radio signals, enter the password when requested.

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 HCB service you can 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 (e.g. Outlook, Thunderbird) or can be accessed directly through the web. We would 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 (e.g. someone@isp.com) it may terminate with your contract, please 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.

BT Mail

Good news - you can keep your BT (www.bt.com) email address when you cancel BT broadband. To do so, you'll need to sign up to BT Premium Mail. This has the same functionality as your old BT Mail account, though it will cost you a fee each month to keep it going. Sign up by logging on to BT Mail and selecting the option to move to BT Premium Mail, or by contacting customer service. Any additional email addresses linked to your account will be transferred across to the new service too, so you won't lose a thing.

Plusnet Webmail

Plusnet (www.plus.net) offers a mail-only package, for customers who cancel their Plusnet broadband but still want to keep their email. It costs a small fee each month, paid by direct debit like your broadband, and gives you access to all the same email functions as well as some Member Centre features. However, make sure you request the mail-only package when you cancel your broadband - otherwise it'll be too late and your account will be deleted.

Post Office Broadband email

An email account from Post Office Broadband will disappear when your broadband is disconnected. Make sure you migrate your mail over to a new email address before you cancel.

TalkTalk Webmail

When you cancel TalkTalk (www.talktalk.co.uk) broadband, you'll still be able to send and receive mail from your email address for up to 12 months. However, you won't be able to access My Account, so you won't be able to actually manage the email addresses associated to it - including things such as changing passwords. And if there's no action on your email account for six months, TalkTalk will automatically delete that email address.

So, it's best to set up a new account from another service, and migrate things across from your TalkTalk email as soon as possible.

Sky email

If you have a Sky (www.sky.com) email address, you can keep it pretty much forever, even when you cancel your broadband - and there are no fees. Hooray! However, be sure to log on at least every couple of months or so to avoid the account getting shut down.

Virgin Media Mail

Once your Virgin Media (www.virginmedia.com) broadband is disconnected, you'll still have access to your Virgin Media Mail account for 90 days. After then, it's totally gone - so use those three months to save important messages and move everything over to a new email address.
Email

What should I do if my email account is deleted?

We recommend signing up to an email account from a web-based service, such as Gmail, or Outlook (formerly Hotmail). These accounts are free, packed with all the email features you

could need, and have quite large storage allowances. And, best of all, there's no chance your email address will be deleted when you switch broadband provider.

If you know your account is getting deleted soon, or if you don't want to pay for the premium service to keep it, you can prepare in advance. It's best to start this process at least 30 days before your account is deleted so you have plenty of time to make the transition.

• Sign up to a free, web-based email account like the ones above.
• Forward important messages from the account with your broadband provider to your new address.
• Download or export your contacts list from your old account. Different mail clients do this differently, so you may need to look up how to do it in the support section of its website, or contact your provider. Then you can import the list into your new account.
• Do you have accounts on other websites that you use your provider email address to log in to? This could be things like social media, online banking, subscriptions, and so on. If so, log on to them and change the associated email address.
• Set up email forwarding, so that all emails sent to your old email address will be automatically forwarded to your new one.
• Set up an automatic reply on your old account too, informing anyone who messages you that your new email address is now the best way to contact you.

And keep on using your new, free email account - so long as you use it regularly, there's no risk of it being deleted.

Please make sure you notify info@hcbroadband.co.uk of your new address, or notifications will be sent to the one you registered with and you won't get 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 probably at a convenient time every day or in the night.
● 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, its 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.

If my connection stops working

DO NOT PRESS THE RESET BUTTON ON THE ROUTER. IF YOU DO IT WILL RETURN TO THE DEFAULT SETTINGS AND WE WILL HAVE TO ARRANGE A CHARGEABLE SITE VISIT (£35 + MILEAGE) TO RE-ENABLE YOUR CONNECTION.

Your first port of call if your connection stops working is HCB support (see Service Agreement on page 2) 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. If possible check the connection with another device – laptop, mobile phone or tablet.

3. Check with a neighbour to see if they are having the same problem.

4. 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)

5. 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 removing the power cord, waiting for 10 secs then reconnecting.

DO NOT PRESS THE RESET BUTTON ON THE ROUTER.

HCB cannot help directly if the fault is in your equipment, but we will do our best to provide guidance.

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, STV Player, 4OD and Demand 5 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 Amazon Instant available. If you don't want to watch them on your computer, you can use an internet ready television (Smart TV) or a converter box such as Roku or Amazon Fire TV.
https://www.roku.com/roku-tv
https://www.amazon.co.uk/dp/B00KAKUN3E

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.

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 an example is Vonage, which also gives you unlimited calls for a low price. https://www.vonage.co.uk/hcbroadband/

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.

Femtocells for Mobile Phones
Don't want to use VOIP and live in a poor mobile reception area? Why not look at installing a Femtocell (e.g. Vodafone SureSignal 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 depending on your mobile provider. A Vonage service also lets you 'pair' your mobile to your Wi-Fi to make free calls on your service plan.
http://shop.vodafone.co.uk/shop/mobile-phone/accessories/sku75375-white
http://ee.co.uk/business/large/your-office/boosting-indoor-signal/signal-box

Backup
With the high data transfer speeds available through HCB it is very simple to back up your data photographs documents etc. to an offsite data store in The Cloud. This can be done through free services such as Dropbox, SkyDrive or Google Drive or through more sophisticated services from the likes of Mozy, SquirrelSave, Carbonite, CrashPlan and many more. Most offer an initial free online storage capacity with paid for additional storage. See HCB website for more on this topic.

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 too can always remain in full communication with the outside world. E.g. You can find out if there are road closures due to floods etc.

Connection Speed

The HCB service will supply endeavour to supply at a speed up to 30Mbps and can be tested at www.speedtest.net. The speed actually measured will be limited by the speed of your equipment and by the way it is connected to the CPE (your HCB kit). Older PCs are only capable of connecting at up to 100Mps. The speed test will also vary depending on where you test it to. Some servers are very busy and that shows in the tests. Manchester is usually the best. Fixed devices such as Smart televisions and desktop computers will work best with wired connections. Wi-Fi connected equipment such as laptops and smartphones will be slower than wired connections but should be adequate for your normal needs. It will not be affected by multiple users but may be slowed down by thick walls or distance from the CPE. In this case a repeater wired to the CPE or a "homeplug" which uses the house wiring can be used to extend the range.

Wi-Fi help
If you can imagine your new connection is like a 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 Wi-Fi 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 Wi-Fi zone.