

Price List - Domestic Customers

Service Charge:

Domestic tariff £27 per month.

Payment is due in advance.

Month 1 payment at the time the service is installed.

Subsequent payment by Standing Order.

This will give you, an "always on" broadband connection that can peak at speeds of 2 Mbps download/256k upload, four times faster than the standard service offered by BT.

A separate price list applies to Business Customers.

Equipment Charge:

SmartBridges TOTAL (Receiver) £190

Misc. installation material (masts etc) £30

1 year manufacturer's warranty on equipment.

Installation:

Customers may install their own receivers or employ their own installation expert. Subscribers close to the access point may be able to self-install.

For those further away we can arrange for an installation specialist to undertake the work for: £50 (complex installations might cost more).

Typical Payment Schedule:

Deposit	£75
Total payment due on installation	
Equipment Charge	£190
Installation materials	£30
First months Service Charge	£27
Less Deposit	-£75
	£172

All cheques to be made payable to WISP Broadband Ltd

Please direct any financial queries to Andrew Gardner,
andrew@wispbroadband.co.uk. 01844 339227

Domestic Tariff

Internet Service: Summary Terms & Conditions

This page summarises our Internet Service and is intended to be an informal, introductory guide.

Our full and formal Terms and Conditions are available upon request, or at our website. The terms may be updated from time to time without notification. The latest version in force is always available at <http://www.wispbroadband.co.uk/>.

The WISP Network

We provide a basic ISP service using a wireless local distribution network. The network is a shared (contended) access system and variations in system loading will cause individual user data rates to vary. The network traffic flows are asymmetric (faster downlink than uplink).

Sharing the service with other users is a key part of the pricing model and you are expected to make responsible use of the service as your actions affect others. Data volumes well in excess of your fair share for a long period of time will be considered excessive use and we may request you to moderate your use, otherwise we may restrict or disconnect your service.

WISP does not block any particular type of network traffic, but reserves the right to apply traffic shaping rules that prioritise IP protocols to produce a network response of broad appeal.

Network service is not guaranteed and should not be used for critical applications such as medical or industrial control. Outages may occur for reasons beyond our control.

The network/user interface is defined as the Ethernet port on the wireless transceiver at your premises. We try to be helpful, but we do not provide formal technical support for your computers, LANs or wiring.

If you have specific requirements for IP addresses or VPNs, please contact us.

We do not limit the type or number of computing devices connected by a user. However, the subscriber may not sell, distribute or share the connection with others (defined as outside their household or company).

Note: Customers served from the Wornal Park node may experience delayed network repairs since our access to the node equipment is limited to normal business operation times.

Our Responsibilities

1. To operate and maintain the network in a competent manner. Mains electricity outages, particularly those of extended duration, may cause a loss of service. Equipment failures will be attended to according to our support and escalation processes.
2. To send invoices/receipts as agreed, in a timely fashion.
3. WISP will maintain the privacy of subscriber's detailed usage information and normally only publish summary data where individual users are not identifiable unless required to do so by law-enforcement agencies.

Your Responsibilities

1. Use WISP service according to an *acceptable use policy* (AUP). This means using WISP services in a reasonable way, and to aver from behaviour that disrupts the network or causes harm to other users.
2. Use the wireless transceiver equipment in accordance with its specifications.
3. Pay bills as agreed in a timely fashion.
4. Protect yourself on the Internet. The Internet is not a secure network. User data may be copied and analysed as it passes through its nodes and links. Users must take responsibility for securing their data, using encryption or other techniques as appropriate.

WISP BROADBAND Customer Agreement

I
(Name)

of
(Address)

agree to abide by the WISP Broadband Terms & Conditions and agree to pay for the service monthly by bank standing order.

Signed:

Date:

Please give:

Name of Bank:

Bank Account Number:

Sort Code: - -

Received with thanks:

Deposit £.....

Final Installation Payment £.....

First Service payment £.....

Total £.....

Date:

Domestic Agreement