

B4RN Fibre Optic
Broadband Service



Registered Office:
Broadband for the Rural North Ltd
Station Yard,
Melling,
via Carnforth,
Lancs, LA6 2QY
Phone: 01524 555887
VAT No: 131 5436 42

CONTRACT

Please complete, sign and date this form to confirm that you have entered into a contract with B4RN Ltd and accept our terms and conditions.

- All equipment remains the property of B4RN Ltd.
- Monthly service payment to be made by Direct Debit (details overleaf).
- Your usage to be in line with the **B4RN Acceptable Use Policy** which can be found on the B4RN website¹.
- 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.
- B4RN reserves the right to terminate the service under standard terms and conditions of the contract.

I/we accept the Terms and Conditions under which B4RN 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 B4RN website.

I/we agree to accept future communications from B4RN by email.

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 B4RN service, (ie your old email address may cease when you change ISP).

Residential Connection £150 /and/or Service charge (£30 pm) Customer details here		Connection fee (£150) If different payee from service user. Landlord details here.
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: Broadband for the Rural North Ltd, Bank: Co-operative, Sort code: 08-92-99, Account: 65563126: Reference: use your surname Payment by cheque for Connection Fee only – made out to “Broadband for the Rural North Ltd” Name & 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 MAC No:
Live Date:	invoice <input type="checkbox"/> requested	Customer number:

¹ 1) Ts and Cs: <http://b4rn.org.uk/tandc> 2) A U P: type in <http://tinyurl.com/B4RNAup> or click here: <http://b4rn.org.uk/wp-content/uploads/2013/09/Acceptable-Use-Policy.pdf> (SLA in welcome pack)

Page left blank for installer notes. This page returns to office on reverse of the signed contract

B4RN Fibre Optic Broadband Service

www.B4RN.org.uk

CONTRACT

Here are the main points of the Contract which you signed to confirm that you have entered into a contract with B4RN Ltd and accept their terms and conditions:

- All equipment remains the property of B4RN Ltd.
- Monthly service payment to be made by Direct Debit if service is taken.
- Your usage to be in line with the **B4RN Acceptable Use Policy** which can be found on the B4RN website².
- 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.
- B4RN reserves the right to terminate the service under standard terms and conditions of the contract.

I/we accept the Terms and Conditions under which B4RN 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 B4RN website.

I/we agree to accept future communications from B4RN by email.

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 B4RN requesting that you link to the GoCardless secure site and enter your Bank Details. Once you have done this B4RN 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, B4RN 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 22-25 Finsbury Square, London, EC2A 1DX
020 7183 8674
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 the Rural North' please write your name and address and customer number (if known) on the back., or,
- **Payment by BACS** for Connection Fee only -: Broadband for the Rural North Ltd, **Bank:** Co-operative. **Sort Code:** 08-92-99, **Account number:** 65563126. **Reference:** please use your surname and customer number so that we can track your payment.

² 1) Ts and Cs: <http://b4rn.org.uk/tandc> 2) A U P: type in <http://tinyurl.com/B4RNAup> or click here: <http://b4rn.org.uk/wp-content/uploads/2013/09/Acceptable-Use-Policy.pdf> (SLA in welcome pack)



Broadband for the Rural North Ltd

Registered Office: Station Yard, Melling, via Carnforth, Lancs, LA6 2QY . Tel: 01524555887 VAT No: 131 5436 42
There is a digital copy of this welcome pack on the resource section of our website, <https://b4rn.org.uk/resources/> so you can click on links within it for more info.

Welcome to B4RN

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@B4RN.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 the Rural North' please write your name and address and customer number on the back., or,
- **Payment by BACS** for Connection Fee only -: Broadband for the Rural North Ltd, **Bank:** Co-operative. **Sort Code:** 08-92-99, **Account number:** 65563126. **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.

B4RN contact details are:

Address Station Yard, Melling, via Carnforth, Lancs, LA6 2QY **Website** www.B4RN.org.uk

General or administrative queries email: info@B4RN.org.uk

Support answerphone: 01524 555887

Connection problems helpdesk@B4RN.org.uk

NB The B4RN 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.**

*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 B4RN service. **You will need to set up a new email that is non specific 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@B4RN.org.uk

The Formal Bits

Service Level Agreement

Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between B4RN. and B4RN network users for the for the provision and support of the B4RN 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 B4RN 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

B4RN will be responsible for the maintenance, upkeep and repair of the network infrastructure, i.e. the fibre optic cabling and associated hardware, up to and including the CPE (the box on the wall). B4RN 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@B4RN.org.uk) or calling (01524 555887) 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 hrs notice and an estimate of time the network will be down. If an emergency repair necessitates taking part of the network offline B4RN will use reasonable endeavours to inform affected users before doing so.

User Responsibilities

Users will notify B4RN 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 B4RN and will not press the reset button or they will lose their service until it is reconfigured.

Property owners (includes householders) will allow B4RN reasonable access to their premises to inspect the network and to effect repairs.

B4RN Liabilities

B4RN service support only covers faults on the B4RN network. In the event of a loss of connection due to a failure of 3rd party equipment outside B4RN's control, B4RN's responsibility is limited to keeping users informed of the problem and the time scale for its resolution.

B4RN 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.

1) Ts and Cs: <http://b4rn.org.uk/tandc> 2) A U P: type in <http://tinyurl.com/B4RNAup> or click here: <http://b4rn.org.uk/wp-content/uploads/2013/09/Acceptable-Use-Policy.pdf> (SLA in welcome pack)

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 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 digisenders for Sky. All these use the same radio channels. and too many Wi-fi signals cause trouble.

The new B4RN 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 e.g. 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 B4RN 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 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) 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@B4RN.org.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. <http://www.filehippo.com/>

If my connection stops working

Your first port of call if your connection stops working is B4RN 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. 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 removing the power cord, waiting for 10 secs then reconnecting, **but make sure any repeaters on your indoor network are powered off until the B4RN 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.)

B4RN 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 B4RN volunteers. or email helpdesk@b4rn.org.uk*

Alternatively we have a list of people who provide paid for computer services. Different people charge different prices but they will tell you estimated costs when you ring them.

For apple macs contact Phil, phil@ivrig.co.uk 07876747187 0152437381

For PCs contact Bob 01200 446722 or 0780 3389215,

Indoor network installs contact Mike Evans 07711 332 137

(If you would like to be added to this list contact info@b4rn.org.uk)

For free indoor network advice come to the club on a Friday at the Melling office, 2-4pm

If you would like to use your old routers for extra wifi in other rooms we can reconfigure them for you.

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 .

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

At a later date B4RN will run a VoIP service for its customers but in the meantime 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.

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. **A simple guide to setting up an account with Vonage is on the resource section of our website, along with other helpful files.**

<https://b4rn.org.uk/resources/> and if you use this link then you get a £50 amazon voucher for joining

vonage <https://refer.vonage.co.uk/s/7bw47>

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 -£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.

Backup

With the high data transfer speeds available through B4RN 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 through more sophisticated services from the likes of Mozy, SquirrelSave, Carbonite, CrashPlan and many more. Most offer an initial free on-line storage capacity with paid for additional storage.

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. Help pack here: <https://b4rn.org.uk/resources/>

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.

Connection Speed

The B4RN service will supply at a speed close to 1Gps 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 B4RN 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. Manchester is usually the best.

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. It 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 B4RN CPE or an "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 areas in your property then please do check the help files, The resource section of our website contains all the helpfiles you will ever need: <https://b4rn.org.uk/resources/> Indoor network installs contact Mike Evans 07711 332 137

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, there is one in Burton, <http://www.multimediashop.co.uk/> and Ubertechs at Lancaster <https://www.ubertechs.co.uk/> who come highly recommended by our customers..

We run a club at the Melling office every Friday afternoon from 2pm - 4pm where you can have your old routers reconfigured to use as access points, or borrow equipment to try at home to boost the signal if you need it.

info@B4RN.org.uk for more information or visit our website <http://B4RN.org.uk>

Our newsletter link is here <https://tinyletter.com/B4RN>