

SPEEDNET SCOTLAND LTD

Air Fibre - Fixed
Wireless Broadband
Residential Brochure



Fixed Wireless Broadband/Air Fibre

WHAT IS FIXED WIRELESS BROADBAND?

Fixed wireless broadband is a type of highspeed internet service provided wirelessly through the air by using powerful radio devices. The signal is sent from a transmitting device to a receiving device.

HOW DOES THE TECHNOLOGY WORK?

The technology works off a fibre backhaul. Powerful radio devices using point to point transmission are used to send the internet from a fibre backhaul.

Speednet have several masts located throughout the UK that host our devices. These masts are located in key areas so that we can send the internet service from our fibre backhaul through our network and on to our customers. Essentially the internet is sent through the air from the fibre backhaul to one of our masts (point A), reaches a receiving device on that mast and is then sent via a transmitting device to another mast (point B) and so forth to reach our customers.

For the technology to work correctly there must be a direct line of sight from the transmitting device to the receiving device. The receiving device must also be lined up correctly, pointing specifically into the wireless signal being sent from the transmitting device.

Speednet Residential Broadband Service

HOW IS THE SERVICE INSTALLED AND WHAT ARE THE COSTS?

Our installation fee and monthly running costs can be found on our website www.speednetscotland.net or on our residential information guide.

The installation will usually take between 1 hour 30 minutes to 2 hours. Our engineers will configure an external device (receiving device) to our network and install this on the roof of the property similar to where you will have a television aerial. They will then line this device up and connect this to a transmitting device on one of our masts. Our engineers will then run a cable from this device into the property and connect this to a POE (power over ethernet) adapter that can then be connected to a WiFi router.

HOW DO I PAY THE MONTHLY SUBSCRIPTION?

During the installation you will be provided with a direct debit form to complete. Payment will be taken each month via direct debit. As per our terms and conditions where a payment is not made this may lead to the service being suspended and eventually terminated.

WILL THE SERVICE WORK THROUGHOUT MY PROPERTY?

Like all internet service providers, we will install the service to point of presence in the property and ensure that you are receiving the correct speeds from the external radio device.

Your internal WiFi connection is not something that we can control as there are many elements that are out with any internet service providers control such as thick internal walls, WiFi blind spots and WiFi interference. During the installation we will supply a dual band router and our engineers will advise you how to use this. However, some customers may benefit from using powerline adapters or boosters to get the WiFi signal throughout their property. More information regarding WiFi troubleshooting can be found on our Troubleshooting WiFi guide.

WHAT IS THE CANCELLATION PERIOD?

If you wish to cancel the service, you must provide 30 days' notice. If at a later date you wish to reconnect the service, then a reconnection fee plus your first months running cost is due. Please see our terms and conditions for further information.

HOW DO I REPORT CONNECTION ISSUES?

If you are experiencing any issues, you can log a support ticket through the client area on our website, call us on 0800 012 4298 or email us at reports@speednetscotland.net. Additionally we have a number of help guides available to assist you and help you to investigate the issue.

In the first instance we will try and assist you remotely. However, if we are unable to and an engineer call out is required then this will be arranged for you within 2 - 3 working days. We ask all customers to ensure that they have fully investigate the issue before we send an engineer out. If the issue is not found to be a network problem or error then a call out fee will be charged to the account. Please see our terms and conditions for more information.

WHEN WILL I BE CHARGED A CALL OUT FEE?

A call out fee is either charged when we send an engineer to a property to resolve a reported issue and find that the fault is not a network problem or Speednet error. Or when a customer has contacted us to advise that they need us to attend the property to complete any work that is not a fault find. For example, where customers have taken the external device down to complete work at their property and need this reinstalled. Please see our terms and conditions for more information.

Examples of chargeable call outs:

- where an issue is found to be internal WiFi
- end user damage to equipment
- pet damage
- where a customer has the service at a caravan site and is moving pitch or replacing their van. In most cases our engineers need to reinstall the equipment or reconfigure/realign the external device
- This list is not exhaustive.

CAN I UPGRADE OR DOWNGRADE MY SERVICE?

As our residential packages are on a 30-day rolling contract, customers can upgrade or downgrade at any time.

Speednet VoIP service

WHAT ARE VoIP PHONE SYSTEMS?

VoIP is a revolutionary technology that has the potential to completely rework the world's phone systems. VoIP has been around for a number of years and usage is growing steadily. The potential of this emerging technology is massive, and it will more than likely one day replace the traditional phone systems entirely. There are three different ways to use our VoIP service.

ATA

The simplest and most common way is through the use of a device called an ATA (analog telephone adaptor). The ATA allows you to connect a standard phone to your computer or your Internet connection for use with VoIP. The ATA is an analog-to-digital converter. It takes the analog signal from your traditional phone and converts it into digital data for transmission over the Internet. You simply take the ATA out of the box, plug the cable from your phone that would normally go in the wall socket into the ATA, and you're ready to make VoIP calls. It is a very straightforward setup.

IP PHONES

These specialised phones look just like normal phones with a handset, cradle and buttons. But instead of having the standard RJ-11 phone connectors, IP phones have an RJ-45 ethernet connector. IP phones connect directly to your router and have all the hardware and software onboard to handle the IP call. WiFi phones allow subscribing callers to make VoIP calls from any WiFi hot spot.

COMPUTER TO COMPUTER

This is certainly one of the easiest ways to use VoIP. All you need is the software, a microphone, speakers, a soundcard, and an internet connection from us.

We can provide everything you need to get your VoIP system up and running. Our packages can come bundled with your broadband service, offering the dual flexibility.

IMPORTANT CONTACTS

Telephone: [0800 012 4298](tel:08000124298)

New enquiries: info@speednetscotland.net

Existing customer queries: reports@speednetscotland.net

Website: www.speednetscotland.net

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