

Broadband Service Information

Office user

Celebrity Centre London Church Of Science



Getting Started

The router we supply is already configured.

- Connect power to the router
- Plug a splitter/micro-filter in to each telephone point
- Connect the router to a splitter “ADSL” socket
- Connect your computer/network switch to the router

If you are setting up your own router, see the login details on the following pages.





WWW.PAYONTIME.CO.UK

Paying bills

Important information about making payments

Your account number

A4113A

Billing

You are billed quarterly in advance. We email invoices to you. We do not post them. If you change your accounts email address you must tell us. If you have several sites, these can be billed on one invoice, multiple invoices on one account, or separate accounts. To make any changes, contact our accounts department. You can access your account details and invoices on-line at www.bill.me.uk.

First bill

Your first bill may be an unusual amount as it is for the period from installation to the end of a quarter (at least one month) to align with the billing cycle.

BACS/Standing order

You can pay by BACS (e.g. standing order, on-line banking, etc). Send payment to Barclays, Camberly branch, sort code 20-16-99, account 50578509, reference A4113A. If you are unable to quote the reference then your payment system is unsuitable for paying most utility bills and you will need to find another way to pay us. There is a small admin fee if we have to manually process an incorrect BACS payment.

Direct Debit

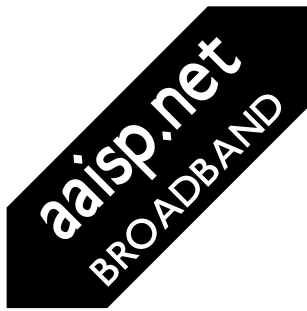
You can pay by Direct Debit if you wish. Simply complete the on-line Direct Debit form at www.bill.me.uk, or contact accounts who will send one out.

Cheque

Send cheques to Accounts, Andrews + Arnold Ltd, Enterprise Court, Downmill Road, BRACKNELL, Berks, RG12 1QS. Write A4113A clearly on the back of the cheque. Allow time for your cheque to arrive.

Late payment

You must ensure payment arrives within the terms on the invoice. If you are not happy with the terms, contact our accounts department. If you are a commercial customer, as with all suppliers, if you pay late then you are liable to penalties under the Late Payment of Commercial Debts (Interest) Act 1998. Non-commercial customers are charged late payment interest at the same rate.



Fair usage

Information about your chosen tariff

Inclusive daytime usage per month

3.00GB

Usage based charging

The way in which people make use of the internet can vary wildly. Some people will transfer hundreds of gigabytes of information every month whilst others transfer barely a gigabyte. To be fair to all of our customers we operate a usage based service.

We total up the amount of peak time data downloaded (from the internet to you) each month. Peak time is 9am to 6pm, Monday to Friday. Outside this period there is no charge for high usage, and neither is there for upload (from you to the internet).

This is quite different to most internet providers who may meter upload and download 24 hours a day.

Don't panic

We know that customers new to broadband and the internet will have no idea what to expect, so we have designed our tariffs to be as fair as we can.

You have a monthly usage allowance, as shown above. Typical home users do not reach the lowest usage allowance. Remember, this is only for download between 9am to 6pm, Monday to Friday.

If you go over that usage allowance we will send you an email. We will send another email for each extra gigabyte you use. We allow you to build up over usage and carry it over to the next month providing it is not more than 10 gigabytes in total. This gives you plenty of warning if there is a problem. If you have used too much then we will contact you and you can either buy extra topup usage or change to a higher usage allowance to use up the extra over the next few months.

We provide online details of usage on our web control pages.

It is also important to realise that the internet does have rules. We publish an acceptable usage policy on our web site which you should read and follow.



FireBrick

Firewalling and uplink bonding

The FireBrick provides an excellent small office firewall allowing you to control connections made into and out of your network. With the bonding feature, it can also be used to send traffic up multiple broadband lines at the same time, and with the profiles feature it can fall back automatically if one or more lines fail.

If you are interested in a FireBrick, or additional features for a FireBrick you already have, please contact our sales department.

Getting the Max

Adaptive high speed broadband

Fast as we can

The speed of a broadband service depends on the length and quality of the associated phone line. Your service is set up to automatically provide the fastest speed that your line will support. This is our Max service.

How fast exactly?

The speed will depend on the length and quality of your line. If very close to the telephone exchange on a good line you can get download speeds of up to 8Mb/s. However, due to the way internet protocols work, about 13% of that is taken up in overheads leaving at most 7Mb/s in ideal circumstances. Another common confusion is that 8Mb/s is mega bits, not mega bytes, so speeds reported by your computer in bytes would be 1/8th of the bit speed. You should also bear in mind that with a high speed service, servers on the internet itself may not be able to keep up.

Adjustments

Your line will automatically adapt to the the best speed that it can support. The line is constantly monitored, and fine adjustments made to ensure you receive a reliable service. For the first few days your line may *retrain*, meaning it adjusts its speed (up or down). This can mean an interruption in service of a few seconds. After the first few days your line should remain stable. Initially your line may be much slower than normal for several hours.

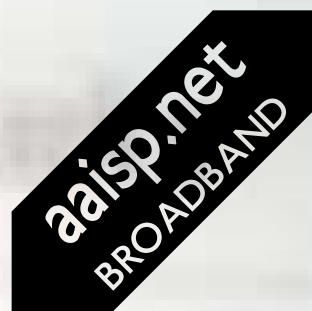
Faults

Some types of line fault can mean your service does not stop, but instead it simply adapts to a slower speed. If the line speed drops significantly then this can be handled as a fault, but small adjustments to speed are normal, although infrequent.

Gamers

Some applications, notably computer games, need low latency. We can make an adjustment to your line to reduce latency in some cases, at the risk of more errors on the line or slower speed. Please ask our support department if you need this.

P.S. The cat is called Max...



Internet Domain name

Your identity on the internet

ccldn.org.uk

You own the internet domain name ccldn.org.uk.

Login and IP details

Configuring your broadband router

The broadband router we supply comes pre-configured and ready to use. However, if you are configuring your own router, or you ever need to reconfigure your router you will need to know the login and IP details for your line.

Telephone line

020 7262 0037

Login

zacclcos@a.1

Password

chathatrotachy52

DNS servers

217.169.20.20, 217.169.20.21

Service

Max Standard

Router WAN IP

81.2.123.95

Router LAN IP

81.2.95.177/255.255.255.248

IP ranges

Explaining your IP ranges

The following table shows the IP addresses we have routed to you individually and allows you space to put the names of computers you have assigned to those addresses if you wish.

81.2.123.95	Broadband router external address.
81.2.95.176/29 (Netmask 255.255.255.248)	
81.2.95.176	Network address, cannot be used for a computer.
81.2.95.177	Broadband router LAN address.
81.2.95.178	
81.2.95.179	
81.2.95.180	
81.2.95.181	
81.2.95.182	
81.2.95.183	Broadcast address, cannot be used for a computer.



Telephones

Voice over IP (VoIP) telephone services

A telephone service from A&A

We can now provide telephone service over your broadband internet connection. A VoIP phone works just like a conventional phone and we have a choice of a desk phone or a cordless DECT phone or you can use a headset on your PC if you prefer.

An extra line for teenage kids?

If you need an extra line, for business, personal, or for your teenage kids, a VoIP phone is ideal. You can make calls on your VoIP phone at the same time as your normal line. Broadband is fast enough to allow several calls at once if you want more than one phone.

A real phone number!

With our VoIP service you can have a real phone number (in most areas), a local call from friends or customers in your area. We also have new UK Wide 033 numbers if you prefer. In some areas you can pick a golden number that is easy to remember.

How much?

Please check our web site for current prices. A number starts from £1.18 per month (£1+VAT). Calls start at 1¼p/minute (inc VAT), and many international destinations are under 2p/min (including US, Canada, Australia and most of Europe). We provide itemised bills per number, so your teenage kids can have their own phone bill if you want!

There is more...

We offer a host of extra services. We can provide 0800 numbers for people to call you free (2p+VAT/min incoming calls). We can have more than one phone ring for an incoming call including your mobile or other lines (at outgoing call rates if answered). We can even record your call and email you an MP3 at the end of the call if you like.

Phone a friend

You can normally call other A&A VoIP customers for free, so get your friends on the same system and natter for hours at no call cost.



Web browsing

Installing Firefox web browser

What is Firefox?

Windows users will be familiar with using Internet Explorer to access web pages. We recommend that our customers also install Firefox. Firefox is a full featured web browser which is completely free. You can install many add-on features and plug-ins as well. Some web sites work better viewed with Firefox and some work better viewed with Internet Explorer.

Downloading Firefox gives you a choice.

How to install Firefox on Windows

Installing Firefox is very simple. Go to the web site www.mozilla.com and click on the Download Firefox link. Follow the on-screen instructions to complete the installation.

What is irc?

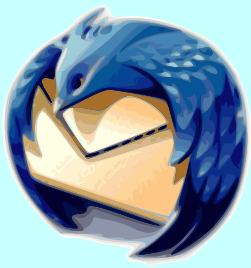
One of the many ways you can communicate with our staff and other customers is using irc. irc stands Internet Relay Chat. It allows you to text chat interactively with other people in real time. There is an irc channel for AAISP customers and staff where there can be lively debate. If you have any questions about the service there will usually be someone who can help. AAISP staff take part in discussions and answer questions.

How to install irc?

There is an add on package for Firefox that allows you to use irc. It is called ChatZilla. To install it, using Firefox, go to the web site addons.mozilla.org and search for ChatZilla. Click on “install now” and it will be installed.

Where is the #A&A channel

The AAISP chat channel is called #A&A and can be found at <irc://irc.nixhelp.org/#A&A> which you can simply type into the location bar on Firefox. You can select for this channel to start automatically whenever you start ChatZilla (right click on the #A&A tab). You can start ChatZilla from the Tools menu on Firefox. Do join AAISP staff and customers on this chat channel whenever you like.



Using email

Installing Thunderbird email application

What is Thunderbird?

Thunderbird is a full featured email application for your PC. It is completely free. We recommend customers use Thunderbird for their email, but any email application will work with our email servers if you prefer.

Installing Thunderbird

To install Thunderbird simply go to www.mozilla.com and select Thunderbird Email, and Free Download. Follow the on-screen instructions to complete the installation. When you start Thunderbird it will take you through the setup for a new email account. You can use Thunderbird to access multiple POP3 and IMAP email accounts, and have multiple identities if you like.

Securing your email

Thunderbird allows you to install many extensions, and one that we recommend is enigmail. This is a system that allows you to use digital signatures on emails as well as sending and receiving encrypted (secret) emails. You can use enigmail to check the signatures on emails we send you such as your invoices. You can, if you wish, send us encrypted email, which may be useful if you wish to email new credit card details, for example.

Installing gnupg

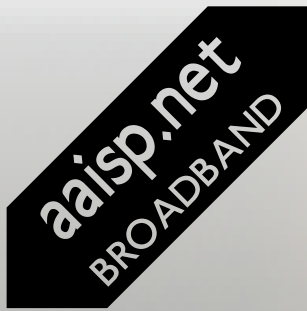
The encryption system uses the OpenPGP standard. You first need to install an application called GnuPG from www.gnupg.org. Select the Downlink link, and Binary version compiled for MS-Windows. Follow the on-screen instructions to install. When this is complete you can install enigmail.

Installing enigmail

To install enigmail in Thunderbird, which allows encryption and signing of your emails, open Thunderbird and select Extensions from the Tools menu. Then, using your web browser, go to the web site enigmail.mozdev.org and select installation, download. You then drag the link for the Thunderbird Enigmail module (file ending in .xpi) in to the Thunderbird Extensions window. When you next send an email, enigmail will take you through setting up your secret key.

Notes

Notes



Contract terms

Our key contract terms & conditions

These are the key contract terms which you agreed when ordering. If you have any questions or concerns please contact us.

We are Andrews & Arnold Ltd, a company registered in England & Wales No 3342760, Enterprise Court, Downmill Road, Bracknell, RG12 1QS.

Internet Service: We provide a service to connect you to the internet. It is up to you to pick the right service for you, and some services have usage limits. The internet is big and complicated and we do not control it. The internet has many good and useful things in it, but it also has bad things, so do not blame us for anything you find. It is up to you to protect your network. You must take responsibility for what you do with the service, and for anyone you let use the service. The internet has rules, so play fair. Things can break! If they do, we will try and fix things as quickly as we can. It can take days to fix some problems. We allocate you internet addresses, but they do not belong to you, and we can change them if we need to. We publish full contact details in public databases for internet addresses and domains unless you tell us otherwise.

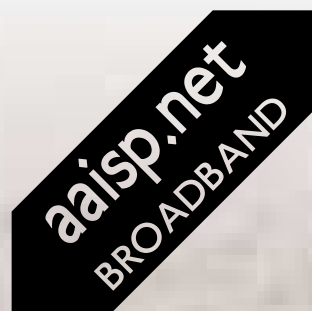
Changing your mind: We let consumers change their mind: For goods, you can send them back, at your cost, within 7 working days after receipt, and we will refund you the price of the goods. For services you can cancel by calling us within 7 working days of order, or until we have provided the service, if sooner. Once service is provided, even if you are not yet using it, you must pay for it.

Mistakes: If we do something wrong and it stops your service working, the most we will compensate you is the money you paid for the service while it was not working properly. If new goods we have supplied break within one year, you can send them back to us and we will arrange for them to be repaired or replaced in a reasonable time. You have to understand that things can break. It is up to you to take whatever precautions you need. This does not affect your statutory rights.

Paying us: You must pay us for the goods and services we provide. We email invoices to you. We do not post invoices. You must tell us if your email address changes. Sometimes we will agree credit terms, and each invoice tells you when payment must arrive. It is up to you to make sure we receive the payment in time. If not, then there are penalties, and we may stop or restrict your service. We will give you instructions on how to pay. If you get your payment wrong, or claw back a payment, we may charge an administration fee. If we make a mistake taking a payment, we will compensate you for bank charges and interest up to the same amount as our administration fee. If we have sold you something, it still belongs to us until you have fully paid for it.

Ongoing service: For services, we normally charge you in advance. The price is fixed for the whole of the time covered by the invoice. For most services, you can stop them whenever you like. If you stop your service, you still have to pay for the invoices we have issued. In some cases there is also a charge for disconnecting a service. If you don't tell us you want to stop a service, we will keep providing it and you have to pay us.

Full terms: Our full contract terms are on our web site and you should check this. We can change the terms. We put the new terms on our web site if we do.



Contacting us

Address and contact details

Andrews & Arnold Ltd
Enterprise Court
Downmill Road
BRACKNELL
RG12 1QS

Support

Tel 03333 400 999
support@aaisp.net.uk

Sales

Tel 03333 400 222
sales@aaisp.net.uk

Accounts

Tel 03333 400 666
accounts@aaisp.net.uk

Newsgroup

uk.net.providers.aaisp

Chat

irc://irc.nixhelp.org/A&A

Web

www.aaisp.net.uk