



Whitcomm

Broadband Service Guide

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Introduction

Whitcomm offers a Fibre To The Home (FTTH) broadband service.

FTTH uses a fibre connection instead of the copper telephone or cable lines you find in older homes. This means that both your download and upload speeds can be very fast.

The fibre network goes direct into your home. With other service providers the fibre only goes as far as the local cabinet, and then it uses the copper telephone lines from there to your house.

Speed

We currently provide a service of up to 50 Mbps.

We have to say “up to” because we can’t guarantee your speed 24 hours a day—it depends on how many people are connected to the network, and how they are using the network.

Fair Use Policy

We don’t limit how much you can use your broadband connection.

If we find that you are using a lot of bandwidth (sending and receiving a lot of data) and it is affecting the quality of the service to other customers, we will ask you to change the way you use the network so that everyone can enjoy a fast connection speed.

Acceptable Use Policy

We expect you to use the network within the law. If you abuse the use of the network then we reserve the right to cut off your connection, and if we believe you are breaking laws then we are required to inform the authorities.

Your Equipment

You can connect your equipment using a standard network cable plugged into the left hand port of any network point.

We do not provide technical support for your own equipment.

Viruses

It is your responsibility to protect your device from viruses and malware. You should install anti-virus software on all your computers to protect your files. There are several free anti-virus products available which are just as good as the paid versions.

Wireless Internet

You can buy and connect your own wireless router to the network. You don't need a password but you do need to change some settings **before** you connect. Check your router's manual for instructions on how to do the following:

The local IP address of your router should be changed to 10.0.0.1. Your WAN should be set to Ethernet mode. Your network cable should connect to the WAN port on your and the left hand port of any network point in your home.

We can supply a wireless access point and set it up for you for a small fee. The equipment will be your property and we will not maintain it.

Troubleshooting

Loss of connection

- Your device should be connected to the left hand port of the wall data socket.
- Make sure your cable is connected properly and there are no bends in it.
- Try replacing the cable.
- If you're using a wireless router check the settings are as described above.
- If you're paying for phone service only, connecting another device will cause your connection to drop.



Slow connection

- The more devices you connect, the slower your connection will be.
- Wireless connections are slower than wired connections.
- Having a lot of programs open at the same time can cause your device to run slowly.

Faults

Sometimes all you need to do to fix connection problems is turn your device, especially a router, off for a few minutes and then back on. If that doesn't fix the problem, and you've gone through all the troubleshooting steps on the previous page, please call 0141 641 8628 and ask for the repairs section. Whitcomm staff will call you back, usually the same day.

Billing

You pay your line rental and broadband package one month in advance.

You can pay by Direct Debit or by Allpay payment card.

A 10% charge is added if your payment is late.

Questions

Billing, package, or payment questions—billing@whitcomm.co.uk or 0141 641 8628

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