

# Broadband Service Information

Tech user

Celebrity Centre London Church Of Science





[WWW.PAYONTIME.CO.UK](http://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. To make any changes, contact our accounts department. You can access your account details and invoices on-line at [www.bill.me.uk](http://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.

## Direct Debit

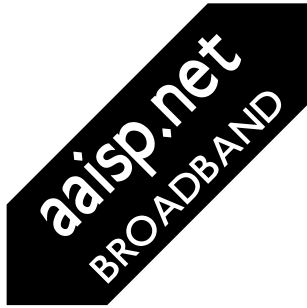
You can pay by Direct Debit if you wish. Simply complete the on-line Direct Debit form at [www.bill.me.uk](http://www.bill.me.uk), or contact accounts who will send one out.

## Credit/Debit card

You can pay using most cards. You can call with card details, or pay on-line at [www.bill.me.uk](http://www.bill.me.uk). If you wish, we can charge your card automatically each time.

## 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 1/8<sup>th</sup> 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.

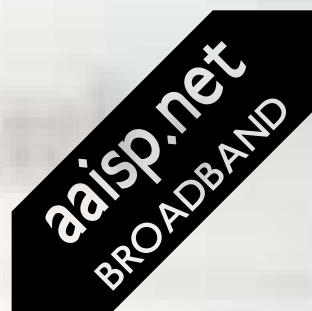
## Faults

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

**81.2.95.177/29**



# 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.





# Server info

Technical information on server names and addresses

DNS servers	217.169.20.20 217.169.20.21 2001:8b0:0:81::51bb:5129
Outgoing mail	smtp.aaisp.net.uk
Incoming mail	mail.yourdomain yourdomain.mail.aaisp.net.uk
Web mail	http://yourdomain.mail.aaisp.net.uk/
Time server	time.aaisp.net.uk
News server	news.aaisp.net.uk (provided by gradwell.com)
Trusted IPs	AAISP operated servers:- 81.187.81.0/24 217.169.0.0/27 2001:8b0:0::/48
Name servers	As shown in delegation:- primary-dns.co.uk secondary-dns.co.uk
IP6 tunnel endpoint	192.88.99.* (outgoing target) 81.187.81.6 (incoming source or outgoing target)
Key AAISP servers:- clueless.aaisp.net.uk priceless.aaisp.net.uk painless.aaisp.net.uk hopeless.aaisp.net.uk aimless.aaisp.net.uk needless.aaisp.net.uk careless.aaisp.net.uk speechless.aaisp.net.uk	Core database / admin control pages Accounts admin pages Outgoing mail servers Incoming mail servers Core router (primary) Core router (backup) Core router (L2TP) VoIP call servers

# Router configuration

Technical settings you may need to use the service

## PPPoA

The recommended router configuration is to use PPPoA (Point to Point Protocol over ATM).

Protocol	PPPoA
Multiplex	VC Mux (i.e. raw PPP packets)
VPI	0
VCI	38

We support full size, 1500 byte, MTU on PPPoA links. We recommend you set the MTU on your router to 1500 to avoid any fragmentation issues. However, for maximum efficiency on your service the best MTU is 1484 as this will leave no unused bytes within final ATM cells. Some routers do not allow a full 1500 byte MTU to be configured. If your router has an MSS setting, then this should be set to 20 less than the MTU setting.

## PPPoE

It is possible to use PPPoE (Point to Point Protocol over Ethernet). If you use this configuration then you will not be able to set a full 1500 byte MTU, but will be limited to 1492. PPPoE offers no real advantages over PPPoA.

## WAN and far end IP address

You should leave your router set to use an automatic link address. This is normally done by setting IP 0.0.0.0 (and if required, netmask 0.0.0.0).

We allocate a fixed WAN address, but if you set one manually and it is ever incorrect for any reason then your router will be unable to connect.

The far end IP address will depend on equipment at our end and should not be fixed in your router configuration. If it does not match our equipment then again you will be unable to connect. Set this to automatic or 0.0.0.0. If you have to specify an address, use 81.187.81.72.

## IP6 link addresses

We do not require an IP6 link address to be defined. You can, if you wish, use one of your allocated addresses, or even allocate a /64 for the link. Manually configure your router with your choice of link address if you require one. Often routers without a link IP6 address use their LAN address.

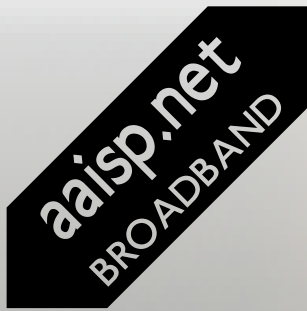
# Notes

# Notes

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# 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.

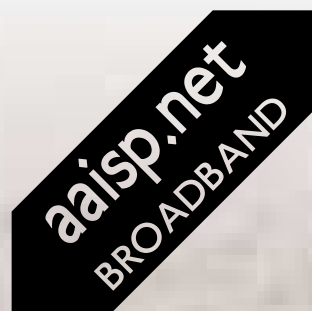
**Changing your mind:** We let consumers change their mind: For goods, you can send them back, at your cost, within 7 working days after receipt, and we will refund you the price of the goods. For services you can cancel by calling us within 7 working days of order, or until we have provided the service, 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**