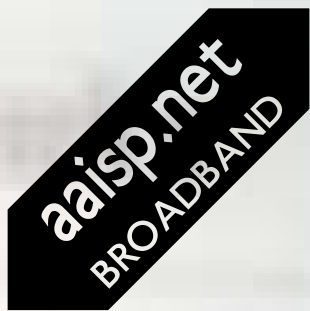


Broadband Service Information

Login and IP details

Celebrity Centre London Church Of Science





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

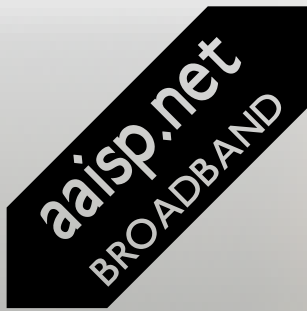
81.2.95.177/29

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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.