



Information for Signa/Moorsweb Internet Subscribers and summarised Terms & Conditions

This document provides a plain English summary of:

- The Internet services.
- The summarised terms and conditions for the supply of Signa/Moorsweb internet services.
- Your use of these services and acceptable use.

This document and the documents containing the full details of the terms and conditions, the acceptable use policy, the pricing policy and the definitions, forms the contract between Signa/Moorsweb and yourself for the supply and purchase of the internet service.

Signa/Moorsweb reserves the right to provide updated versions of these documents as required.

Background to the service

Moors Web Link is a broadband internet Community Area Network (CAN) project. It is organised by a committee who are elected by an annual public meeting (AGM), and governed by a formal constitution. Moors Web Link's objective is to provide a broadband internet service to subscribers in Bransdale, Rosedale, Farndale, Rudland, Harland, Gillamoor and Fadmoor and surrounding areas. Yorkshire Forward (YF) and North Yorkshire County Council (NYCC) via NYnet have funded set-up of the CAN in years gone by for which we are extremely grateful, but it is now a self-funding community network.

You may contact any of the committee as your local representatives, but most routine communications should be sent to Signa Technologies, email info@moorsweb.co.uk and tel 01423 900433. In 2009 the CAN was extended to Beadlam Rigg, again kindly funded by a grant from Yorkshire Forward. Further extensions have been achieved since then. Consideration will be given to extending it further should requests be received.

Moors Web Link has appointed Signa Technologies Ltd to operate the Moorsweb network. The appointment is reviewable annually at the AGM of Moors Web Link.



Essence of the Broadband Internet service

Signa/Moorsweb provides a broadband internet service connected to the public Internet via optical fibre, and distributed to members via a community based wireless network. From 2015 onwards, Moorsweb has been capable of supplying a super-fast broadband internet service of 30mbps to its subscribers where required.

Signa/Moorsweb provides 3 tiers of service. In order to ensure fair usage and that subscribers get the service they pay for, we apply traffic shaping to the network so that no one user can slow down the network under the unlimited data allowance policy.

Basic Package

Speed 10Mb/s.
Monthly data allowance Unlimited.
Monthly subscription £22.00.

Enhanced Package

Speed 20Mb/s.
Monthly data allowance Unlimited.
Monthly subscription £32.00.

Premium Package

Speed 30Mb/s.
Monthly data allowance Unlimited.
Monthly subscription £42.00.

Subscribers will normally perceive the level of service as defined but it must be noted that at times of heavy usage, performance may deteriorate like any other network.

Subscribers have unlimited access time to the internet. The amount of data is also subject to the Signa/Moorsweb traffic shaping policy to ensure that individuals do not abuse the service with excessive downloads and unfairly disadvantage other subscribers. See the acceptable use section below. Email, web surfing, business and personal data uploading & downloading, and "typical" downloading of music and video are all examples of normal acceptable use.



Subscribers may retain their existing email addresses with other Internet Service Providers (ISPs), with their existing domain names and website hosts. Payments for retaining those services without conventional dial-up accounts need to be negotiated with those service providers. Subscribers may use the Signa/Moorsweb Internet service to access their email using their existing arrangements via other ISP's web mail services or via various commercially available email applications such as Microsoft Outlook, Eudora, and Thunderbird etc.

Signa/Moorsweb **no longer** provides free new Moorsweb email addresses such as xxxx@moorsweb.co.uk

Telephone services using Voice over Internet Protocol (VOIP) run over the Signa/Moorsweb Broadband service, BUT subscribers must note that voice over internet telephony systems are not guaranteed and should not be relied upon in an emergency.

Subscribers may use the service for on-line interactive gaming. Gamers within the CAN are expected to perceive satisfactory performance.

Subscribers may use other high data rate services such as video streaming of various forms including downloading films and catch up TV. Please note that HD versions of these services use large amounts of data and may cause subscribers to experience a slowdown of their service.

Helpdesk & Technical Support

Signa/Moorsweb provides a technical support and helpdesk service. This has now been taken back in-house so as to provide a better level of support, as well as helping the Signa team get to know our customers better.

Details of our helpdesk service are below:

Contact details for Technical Support

The Signa/Moorsweb helpdesk may be contacted by telephone on **01423 900 433, Option 2**

Office Hours are: Monday to Friday daytime: 9am to 5pm

There is also an **Out Of Hours** (OOH) service available 7 days a week.



If you call the helpdesk number and leave a message with your name, contact number and brief description of your problem, this will then be emailed to the on-call engineer. They will check the system for any problems as well as your connection, then will contact you directly to rectify your problems and get you back online as soon as possible.

Most issues can be solved remotely by our engineers and usually involve either a restart of your router or an update of the router's software. If, however we find there is a problem with the external equipment or the network, this may require a visit and will be scheduled in as soon as a feasibly possible

Alternatively, if you have an internet connection, you can enquire by email to support@signa-uk.com at any time although responses will be during working hours.

Exclusions

If you don't know what this paragraph means, you don't need to worry about it as you won't be someone who will try to do these things. It will not affect most subscribers.

- Subscribers may **NOT** host web servers or websites on the Moorsweb service. These services must be purchased from conventional host service providers.
- Subscribers may **NOT** participate in illegal peer-to-peer downloading and file sharing services.

Acceptable Use Policy

Examples of acceptable use are the usual Internet activities of Email, web surfing, business and personal data uploading and downloading, "typical" video downloading and uploading of music and video from/to legal sources.

The vast majority of Signa/Moorsweb subscribers will be "acceptable users" and we hope there will be no unacceptable use. Again, if you are concerned about any aspect of this policy please email or call us.

Examples of unacceptable use are:

- Illegal peer-to-peer downloading and file sharing
- one subscriber utilising more than 10% of total available Signa/Moorsweb bandwidth continuously unless this is occurring only outside peak usage hours



- one subscriber transferring more than 10% of total network data unless this is occurring only outside peak usage hours
- spamming
- anything illegal
- any infringement of copyright

Signa/Moorsweb has introduced data caps and 3 tiers of service level to help address growth in data traffic. Further actions may be approved by the Moors Web Link committee and will depend upon experience gained while running the network.

The network will be monitored for unacceptable use in a similar manner to other service providers. Subscribers will be politely advised if they are found to be infringing this policy.

The Moors Web Link committee will review infringements of this policy. Subscribers who persistently infringe the policy after discussion of the issues will be disconnected without refund of subscriptions. Disconnected subscribers may appeal to the committee. The committee's decision will be final.

Provision of Service

A standard combined package including a standard connection with WiFi when installed at the same time is available for £200 including VAT, unless there are some unusual circumstances.

Examples of unusual circumstances include long distances from one of our Signa/Moorsweb transmitters, very difficult installations on some unique properties, particular requirements of some property holders such as visual or other aesthetic preferences, the need for chimney or other special mounting brackets, or extended internal WiFi.

A wireless router guaranteed to work with Moorsweb is included with the installation, however you may supply your own if you wish.

This will cover connection of the network to a PC (or laptop, notebook, switch, router, or similar network device) of your choice within your premises and demonstrating to you on your PC that the broadband connection is working. The service will be provided into your PC with a cat5 cable (Ethernet cable) (similar to a telephone cable) that plugs into a network port on your PC or other network device. Signa/Moorsweb is responsible for the service UP TO this plug. The

Signa/Moorsweb **subscriber** is responsible for the performance of their PC and/or network device, and a call-out charge may be applied if any problem is caused by the subscriber's own equipment.



Basic training for 10 to 15 minutes showing users how to connect to the broadband network and use the Signa/Moorsweb service is also included as part of the installation.

The subscriber will be asked to complete a Direct Debit (DD) instruction BEFORE installation although NO DD payment will be requested until after the installation is completed. See DD payment section.

If the subscriber needs other services such as setting up a home or office network, this can be provided at extra cost.

The installation fee covers the installation of the service to the customer's property and the router inside. The external equipment (ie the access point/antenna, fixings, cable etc) is the property of Signa Moorsweb and becomes part of the network infrastructure. The internal equipment ie the router, belongs to the customer and is covered by a 12-month product warranty.

Signa/Moorsweb will repair or replace any Signa/Moorsweb equipment needed to maintain or upgrade the network (ie the external equipment). If the customer router fails and is outside of the warranty as explained in the paragraph above, then it is the customer's responsibility to replace the router, and Signa are happy to supply a suitable replacement at cost.

The monthly subscription will cover the monthly provision of the service, access to the helpdesk service and any necessary support to keep the network running.

The monthly subscription does not cover any support or maintenance necessary for subscriber's own equipment.

Signa, Moorsweb, Moors Web Link, its committee members, ordinary members, contractors and sub-contractors will not be held liable for any consequential losses as a result of downtime of the service. (see below for more details).

For existing subscribers who move to a new property where Signa/Moorsweb has already been installed, there is simply a £50 inc VAT admin & reconnection fee. This also applies to new subscribers who move to a new property where Signa/Moorsweb has already been installed.



Payment for Internet Service

Payment by Direct Debit (DD) is a requirement of Signa/Moorsweb membership because it aids us in keeping our operating overheads down and therefore the costs to subscribers. Any deviation from this requirement must be individually negotiated and agreed in writing. Setting up a new DD will usually be done by the subscriber on-line (difficult without access to an existing internet connection but one is usually available somewhere at a friend's or at work). Alternatively, if necessary, a DD may be set up with a traditional paper form. In special circumstances, a manual payment service may be available at an additional fee of £10 per month +VAT.

The subscriber will be asked to complete a Direct Debit (DD) instruction BEFORE installation although NO DD payment will be requested until after the installation is completed.

Physical Equipment Installation

Moors Web Link and Signa/Moorsweb have created a physical network of wireless equipment and necessary ancillaries to provide the internet service. Subscribers consent to hosting equipment such as wireless receivers, transmitters, aerials, power supplies, cables, mounting equipment etc for the network on their properties at suitable locations to be agreed with the subscriber, under the terms and conditions of our hosting agreements available on request.

Pricing and Subscription Payments:

The pricing policy of Moors Web Link is that the network has to be "commercially viable" whilst providing an internet service at lowest cost for subscribers. Signa/Moorsweb applies this policy. Such sustainability was also one of the funding requirements of Yorkshire Forward, NYCC, NYnet and RDC. This in essence means that the monthly subscriptions received from the subscribers must cover the operating costs of the network. The main operating cost is rental of a monthly internet backhaul service to the public internet. Other main costs are helpdesk, network support, and local support, followed by administration and governance costs. The subscription also makes a monthly contribution to an accrual fund which Signa/Moorsweb uses to pay for network upgrades.

The Moors Web Link committee oversee the financial operation of the network and determine the subscription levels in conjunction with Signa/Moorsweb. The subscriptions are kept under regular review not least because of the increasing costs of ever larger data consumption.

Subscriptions, including excess use charges, are collected monthly by Signa/Moorsweb by direct debit and are subject to conventional legal safeguards for consumers and UK banking codes of practice, including the UK Direct Debit guarantee scheme. The Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits. For further information refer to <https://www.directdebit.co.uk/DirectDebitExplained/Pages/DirectDebitGuarantee.aspx>



Termination

Signa/Moorsweb has no minimum term. A connection fee is charged to cover set up costs and then Signa/Moorsweb focuses on providing a quality service such that subscribers are not inclined to leave.

If subscribers do wish to terminate their internet service or leave for whatever reason, subscriptions may be cancelled with just one month's notice. Please just email or phone Signa/Moorsweb. Contact details are given near the beginning of this document and on the Signa/Moorsweb website.

Equally, the Moors Web Link committee and Signa/Moorsweb reserve the right to terminate your internet service by providing one month's notice of termination of service by either written letter or by email. Proof of sending is sufficient. Failure of your email service to provide your email by any means is your responsibility, not Signa/Moorsweb's responsibility, and does not affect this termination period.

Customer Service and Customer's Rights

Signa/Moorsweb undertakes to supply, install and commission the internet service in accordance with the provisions of the Agreement and Terms & Conditions and in accordance at all times with the standards expected of a reasonable and prudent company supplying the same or similar services within the telecommunications industry providing a community internet network.

However, it must be understood that this is a community internet network provided on a "best efforts" basis and NOT a purely commercial service such as that provided by Openreach, TalkTalk, BT, AOL, Virgin, Sky, EE, O2, Vodafone, Plusnet and many other Internet Service Providers (ISPs). Secondly it must be noted that this is a combined fibre and Wireless internet network not a telephone line or satellite-based service. Signa/Moorsweb is a Wireless ISP (WISP).

One crucial point relating to the fact that Signa/Moorsweb is NOT a commercial service, is that **Signa/Moorsweb cannot provide a guaranteed service level.** This is because there are too many aspects of our service which are out of our direct control. As a community-based service, we are reliant on members of our community to help us provide this service by hosting equipment on their properties, and permitting us access to their properties when needed for maintenance and repair. The costs include the helpdesk, the backhaul rentals and paying someone on a full-time basis to run it and support it. **Therefore, the service is provided on a best efforts basis and the monthly subscription is due as usual whether we have a perfect service or downtime.**

Signa/Moorsweb does recognise that network downtime can be a major cause of member dissatisfaction and Signa/Moorsweb has every incentive to fix things quickly and keep them fixed as every outage causes more support work. See the section on help desk near the beginning of this document.



Signa/Moorsweb, Moors Web Link, its committee members, ordinary members, operator, contractors and sub-contractors will not be held liable for any consequential losses as a result of downtime of the service.

People have regularly suggested that subscriptions should be deducted due to downtime, either directly or via the AGM to which every member is invited, but this is self-defeating for a community-based network for the reasons described above. It is also contrary to the original YF/NYCC grant funding requirement that we ensure the network is self-sustaining. If everyone deducted subscriptions each time we had a problem, there would be one of two results. Either monthly subscriptions would have to be increased to cover the various losses of revenue which would no longer cover costs, or if costs weren't covered Signa/Moorsweb would simply cease to exist and we wouldn't have an internet service.

If the helpdesk has been unable to resolve your issue, or you have any concerns about the provision of your service, please call Signa/Moorsweb on (01423) 900433 or email info@moorsweb.co.uk

If you wish to discuss your concerns with anyone else, please call or email your local Moors Web Link committee representative. The committee is elected at each AGM and at last update of this document, your elected committee representatives were:

Bernard Glass	01751 417637(chair)
John Sugden	01751 417794(treasurer)
John Castle	01751 433256(secretary)
Fred Collin	01439 770518
Barry Sunley	01751 430323
Mark Hollingworth	01947 897353
Neil Harland	01287 660321

If you wish to become a committee member, please come along to the AGM or speak to one of the existing committee. New volunteers are always welcome.

The committee may update the terms & conditions during a committee meeting at which a quorum of the committee members is present.



Major changes to terms & conditions are presented the AGM for members to contribute to the decision making. Members are also invited to volunteer for the committee. Elections will be held if a sufficient number of volunteers make it necessary.

Finally, if you still have an unresolved complaint, Signa/Moorsweb complies with OFCOM requirements and is registered with CISAS dispute resolution scheme. If a Signa/Moorsweb member has a complaint which has not been resolved either via the helpdesk as described at the beginning of this document, or via Signa/Moorsweb's complaint handling process as described on the Signa/Moorsweb website, including bringing it to the attention of a committee member or the chairman, then the Signa/Moorsweb member may take their complaint to the CISAS dispute resolution scheme free of charge. Signa/Moorsweb Members may make a complaint to CISAS via their website <https://www.cedr.com/cisas/> Details of what is covered, how to complain, and the process are all on this website. Please see our complaints procedure at:

<http://signa-uk.com/complaints-procedure/>

Data Protection

With the new policy under the Data Protection Act and the latest GDPR requirements, please view our Privacy Policy for full details of how we handle your data and your rights to access and amended this information.

<http://signa-uk.com/about/privacy-page/>

