

## Bills Package FAQ's!

### FAQ's FAIR USE POLICY

#### Electricity and Gas

There are maximum limits on the amount you can spend on energy.

The maximum usage allowed per year is shown below. If the tenancy agreement is less than a year, these figures will apply on a pro-rata basis. If you exceed these limits, we reserve the right to apply a Supplemental Charge to cover the amount by which you exceeded the allowance.

# of Tenants	Annual Allowance for Energy per Premises
1	£800
2	£1190
3	£1490
4	£1780
5	£2230
6	£2680

#### Water

There are maximum limits on the amount you can spend on Water.

The Fair usage policy for Water allowance for 1 to 6 bed houses is 160 cubic meters of water **and** 160 cubic meters of sewerage per year. If you exceed these limits, we reserve the right to apply a Supplemental Charge to cover the amount by which you exceeded the allowance.

## FAQ'S TELEPHONE

### **Why do i need a phone line? I use my mobile for outgoing and incoming calls.**

The phone line is necessary to power the broadband, it is not possible to have broadband without the phone line in the background.

### **Do you provide a telephone?**

No we only provide the telephone line.

### **Can i make telephone calls?**

No, the phone lines are only there to power the broadband.

If you do make any phone calls, these will be chargeable.

### **Do I have to pay a connection charge?**

If there is no working telephone line at your property, we will have to pay a one-off fee to get a new phone line connected to the BT Wholesale Network, provided by BT Openreach, regardless of who the Internet provider is.

This is included with the annual cost of the package, and no additional connection costs are payable for connections of telephone line or broadband.

## FAQ'S BROADBAND

### **What will be the speed of the Broadband?**

The actual bandwidth that you will receive is based on factors such as the length of the wire that connects your house with the BT exchange, and various technical factors. Generally, this is determined by your address, and will be the same across all providers.

### **What may affect my speeds?**

We recommend that you connect your Router to the first / master phone socket and also with a microfilter, as this will greatly improve the overall connection speeds.

### **Does an engineer need to visit the house?**

Yes, sometimes. (And always with Fibre Optics).

We will let you know if this will be necessary, and let you know when the appointment will be.

### **What does unlimited mean?**

In principal there are no download or upload limits on our broadband service but you are subject to the provider's Fair Usage Policy.

### **What happens if there is a fault?**

In the unlikely event that you experience a problem, just let us know, and we will help you resolve the issue. Our number is 01227 464444. Sometimes you may need to call the provider direct to run diagnostics from a laptop plugged into the router via a cable.

### **How do I set my broadband service up?**

Your router will be configured to connect automatically to the Internet. Once you've completed the steps in the welcome pack there should be nothing more for you to do. WiFi codes are generally written on the bottom of the router.

### **Do I have to be home when you deliver the welcome pack?**

No, we can deliver this for you, and set up the router, it's all part of the service.

## **FAQ'S TV LICENCE**

### **Do I need a TV Licence?**

Yes. If you've signed a joint tenancy agreement with your housemates, you'll only need one TV Licence. This will cover all TV sets in your house

### **Do we need another Licence if we have other TVs in Bedrooms?**

If you signed a joint tenancy agreement, then no.

## FAQ'S BILLING

### **What extra charges would I expect?**

We believe in a clear and simple pricing structure to keep our customers happy and satisfied.

So far, none of our customers have ever incurred any extra charges.

The fair use limits are designed to suit shared student properties with high consumption.