![Jurassic Fibre]

Welcome to our Ultrafast Network!

Information pack for residential customers

Contents

SECTION 1

Welcome to our Ultrafast Full Fibre Community!

Hello and welcome to the Jurassic Fibre network!

Our aim is to wow you with a digital experience that blows your socks off, with lightning-fast connections, backed by exceptional service!

Our local team members are just a call or click away, but to make life easier for you, we've created this Welcome Pack so the answers to our frequently-asked questions are right here, at your fingertips.

Welcome to Jurassic Fibre, we're thrilled to have you along for the ride!

Rest assured, we're on it!
We're super-keen to make sure you get the best out of your Jurassic Fibre experience. To that end, our friendly Exeter-based team will be on hand to support you every step of the way.

We just love what we do so we're monitoring the network 24/7, therefore, in the unlikely event that there's a problem with your broadband provision, our teams will be straight on it. Our aim is to contact you with an update before you contact us.

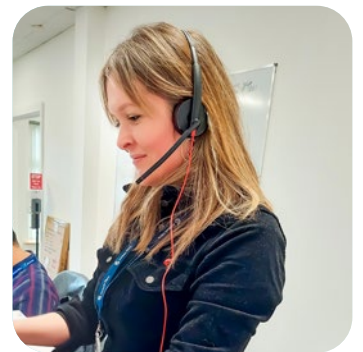### Here's how to get in touch, should you need to…
Our Customer Care team are just a call or click away and will be delighted to hear from you between the following hours:

Monday to Friday: **8.00am - 8.00pm**
Saturday: **9.00am - 5.00pm**

Give them a call on: **01392 345600**

Or drop them a note via email:
contactus@jurassic-fibre.com

Want to know more? Head to jurassic-fibre.com

Our website is packed with useful information from details of what we're up to in your local community, right through to important documents such as our Terms & Conditions and Policies. Grab a cuppa and take a look around!

SECTION 2

Full speed ahead: the Jurassic Fibre Network

Myth buster: Fibre broadband is not the same as Full Fibre broadband!

Fibre broadband (Fibre-to-the-Cabinet or FTTC) uses fibre cable, but not all the way to your door. It goes to that green cabinet on your street corner and, thereafter, the network is delivered over the old copper cabling. The strength of the connection delivered over copper is affected by distance, weather conditions and how many of your neighbours are also connected with the same cable.

Full fibre broadband is different, the fibre cable goes all the way to your property (Fibre-to-the-Premises or FTTP), so there's no compromise to the quality of your connection.

It's this end to end full fibre connection that delivers higher upload and download speeds for you and your family.

As a Jurassic Fibre customer, you have a Full Fibre broadband connection because we don't offer anything less!

Copper broadband (ADSL)

Exchange — Cabinet — House

USES COPPER CABLING

Part fibre broadband (FTTC)

Exchange — Cabinet — House

USES FIBRE AND COPPER CABLING

Full fibre broadband (FTTP)

Exchange — Cabinet — House

FULL FIBRE-OPTIC CABLING
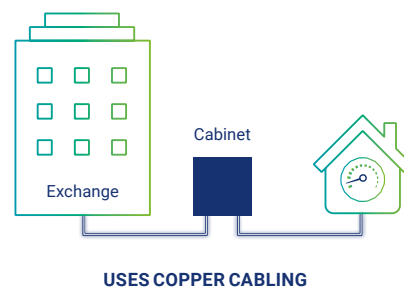
Which product is right for my household?
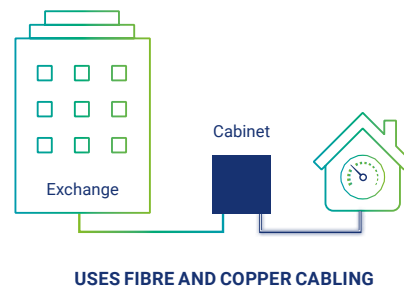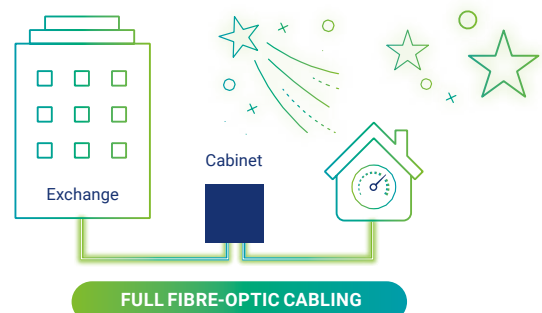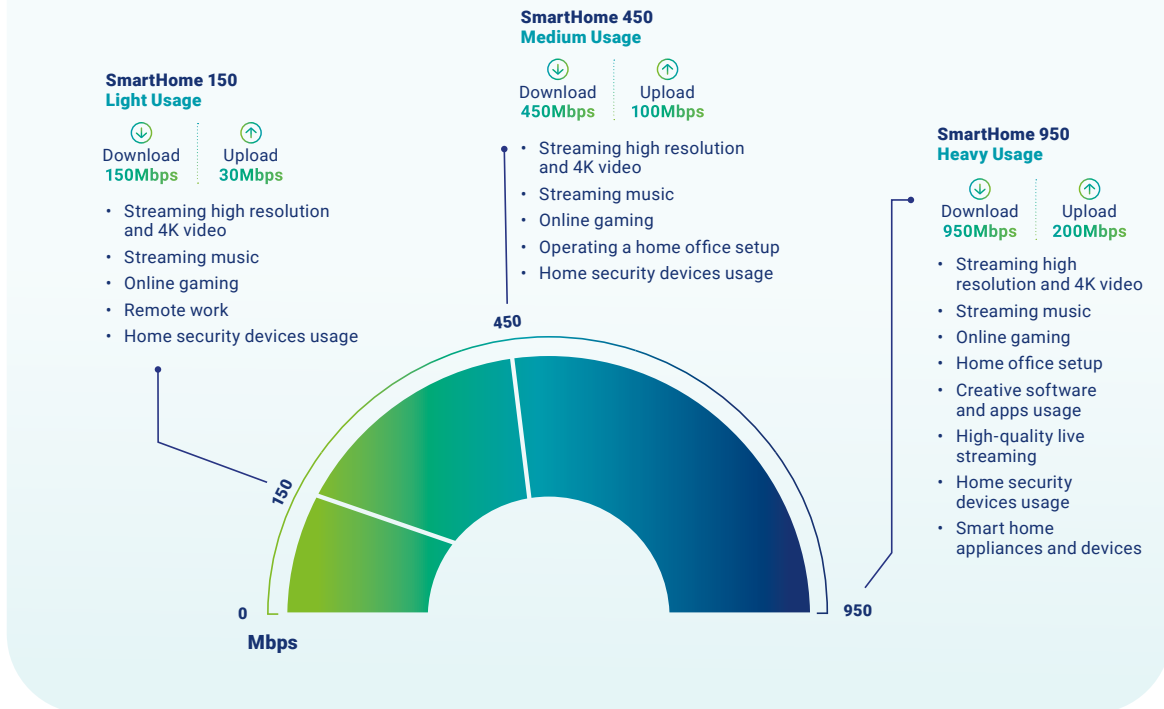
SmartHome 150
Light Usage

⬇ Download
150Mbps

⬆ Upload
30Mbps

- Streaming high resolution and 4K video
- Streaming music
- Online gaming
- Remote work
- Home security devices usage

SmartHome 450
Medium Usage

⬇ Download
450Mbps

⬆ Upload
100Mbps

- Streaming high resolution and 4K video
- Streaming music
- Online gaming
- Operating a home office setup
- Home security devices usage

SmartHome 950
Heavy Usage

⬇ Download
950Mbps

⬆ Upload
200Mbps

- Streaming high resolution and 4K video
- Streaming music
- Online gaming
- Home office setup
- Creative software and apps usage
- High-quality live streaming
- Home security devices usage
- Smart home appliances and devices
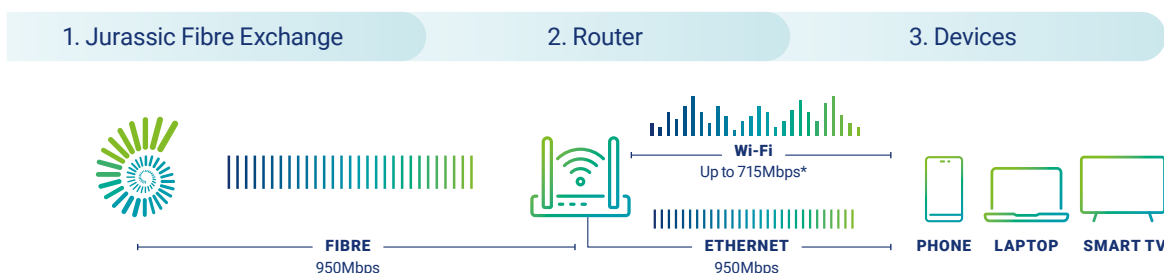
450

150

0

950

Mbps

When we say speed, we mean...

The fastest speed available through the cable to your router. The speeds that you will record beyond your router may differ from home to home and hour to hour depending on how many devices are using it and how much bandwidth each of those devices are using. Imagine a motorway, with devices being the vehicles, the number of vehicles and size of those vehicles will have an effect on the speed you can travel – or the upload/download speeds that you can record if you were to test your broadband at home.

There are also some other factors to consider here. For example, if you are using Wi-Fi extenders to improve your Wi-Fi network range around your home, this can mean receiving lower speeds, as extenders duplicate and then rebroadcast the network service. And, on another note, whilst speeds via an ethernet cable can support up to 950Mbps, the age and capability of your receiving device (e.g. laptop/ PC/phone) may not be able to receive this speed.

Please also refer to the 'Limitations of Wi-Fi' section for further information on how speed can be impacted by other factors.

Example network speeds with SmartHome 950

| 1. Jurassic Fibre Exchange | 2. Router | 3. Devices |

Wi-Fi
Up to 715Mbps*

FIBRE
950Mbps

ETHERNET
950Mbps

PHONE **LAPTOP** **SMART TV**

*Wi-Fi speeds limited by device, building, distance, number of devices.

Your Router

Your fibre router has a series of lights, buttons, and ports which show you when you're connected, what's connected, and what needs to be connected.

Model: G-2426G-A

Let's take a look at the back of your router in more detail

1 **ON/OFF** - when turning on/off, or troubleshooting your router, use the on/off button. *Important: Never use the 'Reset' button, as this will reset your fibre router to its default configurations, and we'll need to help you reconfigure your router.*

2 **LED** – turns off/on all the lights on the front of the router.

3 **WPS (Wi-Fi Protected Setup)** – allows you to connect a device to the network without the need to input the Wi-Fi password.

4 **WLAN** – turns on/off the Wi-Fi functionality.

5 **LAN (Local Area Network)** – there are four LAN ports, each with a corresponding light. These ports are used to connect devices via an ethernet cable instead of a wireless connection.

6 **TEL (Landline)** – there are two ports to connect your landline to your fibre router, each with a corresponding light. Use TEL 1 to connect your landline, unless otherwise instructed.
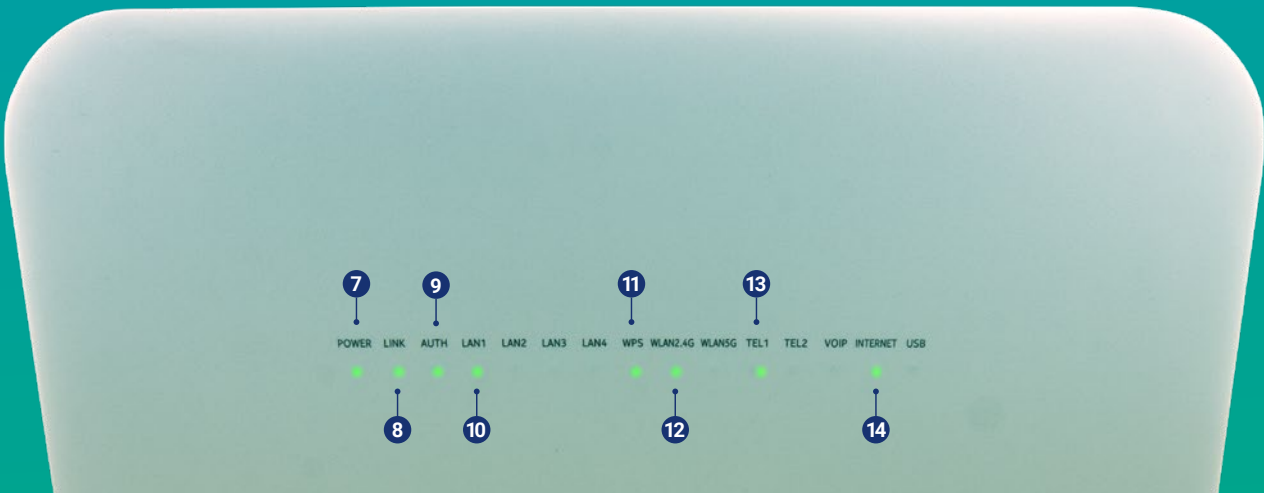
Let's take a look at the lights on the front of your router

7 **POWER** - steady light that is on when the power is on, and off when it isn't.

8 **LINK** - a light relating to broadband signal. If the light is steady, there isn't an issue with the network. If it's flashing, however, then the fibre router is not connected to our network. When you turn the power on, expect this light to flash when it's establishing a connection. If it persists, however, then there may be a problem with the connection to the network.

9 **AUTH** – this represents your unique customer credentials that are stored in your router and authenticates on our network for maximum security. The light will flash for approximately 30 seconds and then go steady after the router has been restarted.

10 **LAN** – if the light is on, you have a device connected to the router via an ethernet cable instead of a wireless connection. These lights will flash independently as the different devices communicate.

11 **WPS (Wi-Fi Protected Setup)** - this light will only turn on when you press the WPS button to connect a device to the Wi-Fi.

12 **WLAN** – these lights should both be on. If they are flashing this represents devices communicating with the router over Wi-Fi. There is a WLAN button on the back of the router that enables/disables the Wi-Fi functionality.

13 **TEL** – when your telephone is connected to one of the landline (TEL) ports, the corresponding light will turn on and flash if your telephone is in use.

14 **INTERNET** – indicates that your router has access to the internet.

All being well, the router will show that the LINK, AUTH and INTERNET lights are all solid green. Where these lights may be flashing or fail to show any light, you may need to contact our Customer Care team.

Using your router with our Kidsafe product

If you have added the Kidsafe product as a part of your package, the service will work using the Wi-Fi from your router. If you wish to use the Kidsafe product on a device using an ethernet cable, you will need to use PORT 3 to connect the device.

For further information and considerations when using Kidsafe through Wi-Fi extenders (also known as boosters), please contact our Customer Care team.

Bringing you up to speed with your in-home network

We pride ourselves on being open and honest about what you can expect from your service.

This section is about us imparting some of our knowledge about all things broadband so that you can feel confident that we are providing the best connection that is available in your household.

What is Wi-Fi?
Wi-Fi is a wireless technology used to connect devices such as computers, tablets and smartphones to the internet, and each other, using electromagnetic waves instead of wires.

The most common Wi-Fi frequencies are 2.4GHz and 5GHz. The higher 5GHz frequency offers greater bandwidth, giving you a stronger connection and faster internet speed, however, a 5GHz frequency will struggle to travel through solid objects, such as walls, as well as a 2.4GHz signal.

Our aim is to set your service up to ensure you receive the 5GHz service throughout your home. This may mean you require Wi-Fi extenders (also known as boosters) to ensure the service covers your main property (this excludes external buildings not connected to the property). Our Service Engineers will discuss options for optimising your service with you during the installation visit.

We've set your router up so that it will automatically change your signal from 5GHz to 2.4GHz to find the best connection, should your signal drop.

What is Ethernet?
Ethernet is another way to connect your device to the Internet via your router. In this case, you use a cable that plugs into both the device you are connecting and the router you are connecting it to.

What's the difference?
Wi-Fi allows you to connect a device without using a cable. However, because it uses wireless waves, it may take longer for the router's signal to reach the device. The further away you are from the router, the longer it can take for the signal to reach your device and the slower the speed will be.

How Wi-Fi extenders work

A Wi-Fi extender (also known as a booster) is a device that helps to expand your Wi-Fi coverage when your router is struggling to provide a strong signal all around your home. Quite simply, Wi-Fi extenders capture the signal from the router and rebroadcast and amplify it.

If you believe your network is not performing as it should, please contact us. If we find that the performance isn't related to standard Wi-Fi limitations, we will appoint our dedicated Aftercare Team to run advanced diagnostics to determine how we may be able to improve its performance.
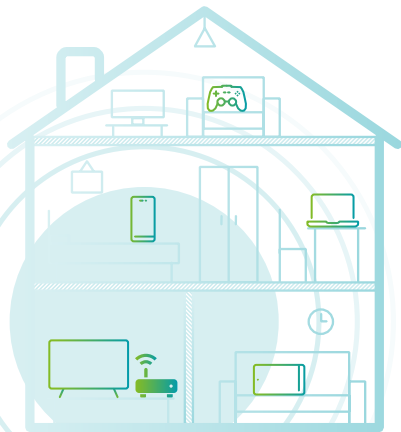
WI-FI RANGE
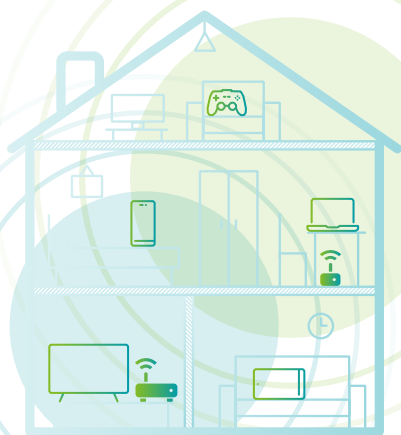
WI-FI RANGE WITH RANGE EXTENDER

Limitations of Wi-Fi

Wi-Fi is great but it's not without limitations which may affect its performance, and in the interests of transparency, we're going to walk you through some of these.

Device capability

The performance of Wi-Fi is significantly influenced by the individual devices that it serves. Older devices, for example, can sometimes cut download speeds significantly, simply because the device is not compatible with the improved standards of Wi-Fi technology today.

The building

If a device does not have a clear sight of the Wi-Fi access point, the construction of a building will have a major influence on performance. For example, dense brick or stone walls, or glass conservatories will impede the electromagnetic waves connecting a device far more than a timber-framed building.

Distance

The further your device is from the access point, the greater the difficulty for the electromagnetic waves to travel and maintain a strong signal. Larger houses often require multiple access points to ensure a powerful and stable Wi-Fi connection.

Interference

Wi-Fi connection interference can come from many, and sometimes unlikely sources including: microwaves, Bluetooth, wireless keyboards and other nearby Wi-Fi points both inside your own home, and in close neighbouring homes.

Number of devices

Multiple Wi-Fi devices sharing the bandwidth of a single access point will slow everything down. Likewise, neighbouring access points that share the same Wi-Fi channel will create further congestion to airwaves.

01392 345600   contactus@jurassic-fibre.com

![Jurassic Fibre logo]

SECTION 4

Get the full experience with our additional products

HomePhone

Our HomePhone service uses Voice over Internet Protocol technology (more commonly referred to as VoIP). It allows you to make calls using your broadband internet connection instead of a regular phone line.

What's great about VoIP is that you don't have to pay for a separate landline rental charge and we include a range of standard features within the cost of the package including:

• Caller ID Display

• Last Caller

• Call Protect

• Call Waiting

Something to consider, however, is that you may need to upgrade your handset. While most devices are compatible, some handsets may not function with our HomePhone service.

Kidsafe

Our Kidsafe product is an optional extra that is supplied as part of our services at no extra cost. It helps protect children from unsuitable content, including internet chat-rooms and websites. The Kidsafe network uses information from the IWF (Internet Watch Foundation) database, that is updated hourly to maintain its integrity.

Our Kidsafe feature is designed to help mitigate the risks of children using the internet, however, we must stress that full responsibility for anyone's use of our services sits with the account holder.

If you have any queries or want to add one of these products to your service at any time, just give our friendly Customer Care team a call on 01392 345600 or email contactus@jurassic-fibre.com

Do you have any questions?

We've answered some of our frequently asked questions below. If you can't find the answer to your query here, please just give us a call.

Billing and payments

Q: How do I change my payment details?

A: Give our Customer Care team a call and they will send you a secure link via email or to your mobile. Through this link you can securely update your bank card or set up a direct debit. This will be updated on your account immediately.

Q: How secure are my payment details?

A: There are multiple security processes our agents need to pass to update your payment details and access your current payment method. If you have a card payment set up, our agents are only able to view the last four digits of your card and your expiry date. If you have a direct debit set up, our agents are only able to view the last two digits of your account number and bank name. This is so we can confirm your correct details on request, while protecting your data.

Q: I am unable to pay my bill due to a change in my circumstances, are you going to cancel my broadband?

A: We have a number of options to assist you with keeping your services up and running, should you require them. Please contact one of our Customer Care agents who will be able to discuss ways to ensure your services are not suspended.

Q: Why has my payment has been declined?

A: There are many reasons payments can be declined. These can range from the payment card linked with your account expiring or being updated, banking issues, account changes, insufficient funds and more. If your payment has been declined, please contact our Customer Care agents who will help to identify the reason in order to get your payment method back on track.

Q: I will be unable to make my payment to you on the next date it is due, what am I going to do?

A: You are more than welcome to pay your next bill upfront if you are unable to pay when the bill is usually due. Please contact our Customer Care team to discuss your options and we will assist you to ensure your services are not suspended.

Q: Are there any administration charges?

A: We do not charge administration costs for making changes to your account.

Q: Am I able to change my payment date?

A: Yes. Our agents are able to change your payment date to a date that is more suitable for you. Please bear in mind this will only be your payment date that is changed. Your bill will still be processed on the original date.

Q: When is my bill due?

A: Your first bill will be processed on your installation date. This will then be your billing date each month. Your payment is then taken 5 days after your bill is processed unless you have requested this to be changed. Please bear in mind we are not able to change your billing date, only your payment date.

Q: Do I need to pay a line rental charge with your HomePhone product?

A: Our HomePhone service is powered by our ultrafast full fibre connections and doesn't require a phone line, therefore, there is no standard line rental charge and you may choose to cancel your phone line from another provider. You will only be charged for the HomePhone package you choose. This will be billed as a monthly charge, in addition to the broadband package fee.

Q: I have changed my package, when will I pay for this?

A: Any changes to your current package will be updated on your next bill.

Q: How can I cancel my contract?

A: You will need to get in touch with our Customer Care team to request that your service is cancelled, providing at least 30 days' notice.

Q: I am cancelling our contract, why am I still being charged?

A: Cancelling your contract incurs a 30-day notice period, therefore, you will continue to be charged for 30 days after the day that you request to cancel.

Changing address

Q: How much notice do I need to give you if I am moving address?

A: We require you to give us at least 30 days' notice of your intention to move address.

Q: What information do I need to provide?

A: In addition to providing your existing account number and information, we will need you to provide us with your new address and postcode, any new contact details and the date when you will be moving.

Q: Can you move my service to my new address?

A: We will need to check that our network service is available at your new address. You can also check this by using the postcode checker facility on our website. If our service is available at your new address, then we will be delighted to connect your new property.

Q: When will my service be installed at my new address?

A: Every home and area is different, but usually we can get our service installed within 3 weeks.

Financial advice

Q: Can you offer me any financial advice to help with my bill payments?

A: We can't offer financial advice, but we can direct you to seek advice from the following websites:

Money Wellness: *Home - Money Wellness*

Money Helper: *Free and impartial help with money, backed by the government | MoneyHelper*

Citizens Advice: *Citizens Advice*

HomePhone

Q: Can I keep my existing home telephone number?

A: Yes you can, though we may need to provide you with a temporary number whilst we wait for your previous provider to release your existing home number to us. Do not cancel your existing service until your telephone number has been successfully ported to us.

Q: Why doesn't my phone work when I make local calls?

A: When making any phone call you will need to include the dialling code, even if it is the same as your own. For example, the dialling code for Exeter is 01392.

Q: Will I be able to make calls if there is a power cut?

A: Our HomePhone service uses Voice over Internet Protocol technology (more commonly referred to as VoIP). It allows you to make calls using your broadband internet connection instead of a regular phone line. Without either power or internet, VoIP phones will not work. We would advise that you have an alternative means of contacting the Emergency Services in the event of a power cut, for example a mobile phone.

Kidsafe

Q: What content categories can be blocked with Kidsafe?

A: Kidsafe uses information from the Internet Watch Foundation (IWF) database, to ensure content from many different types of category are blocked. Follow this link *Frequently asked questions | Jurassic Fibre (jurassic-fibre.com)* to take you to the FAQs on our website where you will find more details.

Modem Mode/Bridge Mode

Q: What is Modem Mode/Bridge Mode?

A: If you would like to use your own router to connect to the internet, we can place your Jurassic Fibre router into Bridge Mode. This disables Wi-Fi and turns off all of the network features that get you online, turning it into just a 'Fibre Modem'. We'll send you your connection username and password, allowing you to connect to the internet using your Router of choice.

Q: Will I have administration access to my own router?

A: Yes, If you have chosen to use Modem mode/Bridge mode, you will retain full access to the network equipment you choose to use.

Q: Does an engineer need to visit my home to make the changes?

A: No, we can complete the change remotely, but there will be a downtime of about 30 minutes for us to carry out the change.

Q: Why can't I just connect my router and unplug yours completely?

A: Our routers are set up to share information relating to your connection across our network. This means we can detect faults without you needing to contact us, allowing us to get you back online quicker.

Q: Will your Kidsafe product still work in Modem Mode?

A: No, in Modem Mode our router does not perform any routing services, it simply allows you to connect your router to the network.

Q: Is there any extra cost to having Modem Mode, or changing back to Routed Mode?

A: No, there are no additional costs.

Q: Will I still get fast speeds?

A: Yes, though please refer to the 'Limitations of Wi-Fi' section as this information will still apply.

Q: Can you still help if I have any issues with my Wi-Fi?

A: Unfortunately not. You are responsible for your own equipment and its performance.

Smart technology

Q: Does my package meet my needs?

A: Back in the day when the internet was first launched, many homes only connected to the network through a PC. People were generally happy to put up with a slow and intermittent service as the whole internet thing was still new and exciting.

However, time has moved on significantly and now your home may play host to multiple computers, tablets and smartphones. Smart TV's, home security, gaming and not forgetting the voice-controlled virtual assistants that can turn on your lights and play your favourite music.

Your broadband now needs to provide a service to all of these devices, many of which may be in use at the same time, so we thought it would be useful for you to get an indication of the demand you may require in today's connected homes.

How many megabits do I need?

SmartHome **150**
Super streamers

Perfect for standard broadband usage, including working from home and streaming.

Light Usage

SmartHome **450**
Data hungry

The speed you need to keep up with multiple devices streaming, gaming and more than one person working from home.

Medium Usage

SmartHome **950**
Supercharged

Maintain your ultrafast connection even when multiple devices are uploading large files, gaming and streaming. Multiple people working from home.

Heavy Usage

Here's a glossary to explain a bit of the jargon

- **Access point** – refers to a device in a network that serves as a connection for other devices to gain access to the internet. Typical examples are your router and Wi-Fi extenders.

- **Bandwidth** – refers to the maximum amount of data that can be transmitted via an internet connection in a set time. A higher bandwidth will not only provide higher average speeds for a single device, but will provide a higher maximum speed for multiple devices sharing a network.

- **Ethernet/RJ45 cable** – a type of network cable designed to work with Ethernet ports. Ethernet ports can typically be found on routers, TVs, computers and most internet-enabled devices.

- **Exchange** – refers to a physical location where internet traffic is exchanged between other internet networks.

- **Megabits per second, also known as Mbps** – the measurement of bandwidth or internet speed. The higher the number, the higher the speed on a single device, or the higher the average speed across several devices. This unit of measurement will be used in an internet speed test.

- **Modem Mode, also known as Bridge Mode** – if you want to use your own network equipment and connect this to our services, you will need to request Bridge Mode. In Bridge Mode we will deactivate the Wi-Fi on our router and its routing capabilities which will then allow you to connect your own router to our device with an Ethernet cable. Please note that we can then only provide technical support up to our access point and you will be responsible for managing your own network equipment.

- **Porting, or number porting** - refers to the process by which we receive your landline telephone number from your previous service provider, so you can use it for our HomePhone service.

- **Router** – refers to a physical device that connects to the internet to communicate between the internet and the devices in your home.

- **RJ11 cable** – refers to the cable used to connect your VoIP telephone to the router.

- **Smart technology** – refers to electronic devices that connect to other devices or networks. They can operate autonomously and/or interact with other devices. Examples include smartphones, tablets, smart watches, TVs, doorbell cameras and voice-controlled virtual assistants.

- **VoIP (Voice over Internet Protocol)** - a technology that allows you to make voice telephone calls using a broadband connection.

- **Wi-Fi extenders, also known as boosters** – accessories that are used to extend the coverage area of your Wi-Fi network, when your main router can't cover the entire house.

01392 345600   contactus@jurassic-fibre.com

If you have any queries, just give our friendly Customer Care team a call on **01392 345600** or email **contactus@jurassic-fibre.com**

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