



# Customer Installation Notes

Our objective is to provide a broadband socket with a fast internet connection inside your property. To do this we will install a radio at a mutually agreed location externally on your property. This location balances convenience, aesthetics and signal strength. From the radio we can provide up to 20m of external cabling and drill a hole through a wall or window frame to locate our broadband socket next to an indoor power point. Our aim is to make this location as convenient as possible within our budget.

**Please Note** – the location of your existing router/BT master socket may not be a suitable termination point for our broadband connection due to the location and distance of the radio. You may have to redesign your internal networking system or extend the cable from our termination point.

## What your installation fee covers

- Broadband radio fixed to an exterior part of your property in an agreed location where there is a viable radio signal
- Up to 20m external cabling to bring broadband from the radio location to an agreed entry point on your property
- Minimal interior cabling to fix the broadband socket next to a 240V power source near the entry point
- If you do not have a compatible router we will provide a basic, reconditioned WiFi router to connect to our network and distribute a WiFi signal in the area around the termination point

## What your installation fee does NOT cover

- Installing more than 20m of external cable
- Installing distribution cabling inside your property
- Reprogramming computers, digital TVs or radios
- Reconfiguring existing WiFi or network devices
- Rewiring ethernet or electrical circuits
- Getting WiFi from our termination point to other rooms in your property
- Reducing or removing trees or vegetation to improve a radio signal

## What you can do if you need more work done, to fully enable your property for fast broadband

- You have the option to employ our engineer to help you – our engineer may have the skills and the time to do what you need, you can make your own arrangements with them and agree an acceptable fee between you for the work
- Contact a local IT company to carry out the work
- There are a number of products on the market to extend your broadband to different parts of your property. Good manufacturers include TP Link, Belkin or Net Gear - here are 3 examples of TP Link products from PC World:

**1. WiFi extender** – picks up a WiFi Signal and passes it on to a new area in the house

<https://www.pcworld.co.uk/gbuk/computing-accessories/networking/wifi-range-extenders/tp-link-re200-wifi-range-extender-ac-750-dual-band-10024654-pdt.html>

**2. Ethernet over Powerline** – uses your house electrical circuit to move broadband to another room for a device to plug into

<https://www.pcworld.co.uk/gbuk/computing-accessories/networking/powerline/tp-link-tl-pa4010-powerline-adapter-kit-av600-twin-pack-10143560-pdt.html>

**3. WiFi over Powerline** – uses your house electrical circuit to take broadband to different parts of the house and create a WiFi signal

<https://www.pcworld.co.uk/gbuk/computing-accessories/networking/powerline/tp-link-wpa4220-wireless-powerline-adapter-kit-av600-twin-pack-10153178-pdt.html?intcmpid=display~RR>