

## What does it cost?

Supply, installation and commissioning including a typical household router is £150.00. There are 3 price bands: **Bronze**, 20gigabyte download, to 8Mb/s down, 2Mb/s up @ £15/month, **Silver**, 60GB up to 25/5 @ £20/month and **Gold**, unlimited download, up to 35/5 £40/month. Downloads over limit trigger a slow down until the start of the next month. Changing a connection plan occurs the 20<sup>th</sup> of the month. Go-Cardless direct debit process is used to collect fees.

## Limits of MWM Supply

MWM installation is limited to the connection and demonstration into the client's premises of a satisfactory broadband service. **Additional work**, such as connecting throughout the premises **is beyond this scope** and costs will have to be **negotiated separately**. Our usual rates including for call outs not the fault of MWM will be charged extra at £30 for the first hour, £25/hour thereafter.

## Contract Period

First month is due with connection, thereafter monthly notice in writing.

## Included in Monthly Fee

The monthly fee covers the cost of the agreed service. Faults that develop with the supplied equipment are covered in terms of the

manufacturers warrantee (usually 12 months). For details please refer to our full terms and conditions. MWM will stand-by its commitment to provide the service and respond as quickly as possible to any known problems.

## Software Security

**YOU are responsible for ensuring that your computers are protected from viruses, malware and so on. MWM is able to advise in this regard.**

## Email

MWM's offer includes email addresses of the form name@martley.org if required. To continue using your existing email address, consult your current ISP

## Service or other problems

In the case of service difficulties, call John or Alasdair (below).

## Interested in becoming a member?

For more information, to arrange a survey or in case of difficulty:

Richard Jackman	Chair (Dir) 01886 821237
John Nicklin	Secretary (Dir) 01886 888318
Alasdair Maxwell Stewart	01886 821061 (Dir)

## Martley Web Mesh Service Agreement: Simplified Terms

In the case of dispute, the full Terms apply and these are available from MWM.

## Clause 1 Definitions & Clause 2 Supply

Clear as written.

## Clause 3 Exclusion of Warranties

MWM will provide a service when possible but if they cannot, MWM accept liability only to the limit of subscriptions paid. MWM does not make any guarantees regarding the quality of the service.

## Clause 4 Price and Payment

MWM requires monthly payment in advance. If you don't pay, we may disconnect you.

## Clause 5 Termination

MWM may stop providing the service for reasons including if a member breaks the Agreement/Acceptable Use policy. MWM will not refund unused subscriptions. MWM must give maximum 1 month's notice to terminate. A member must give 30 days written notice. Upon termination, the member must immediately stop using the service.

## Clause 6 Improper Use

MWM is not responsible for legality of data transmitted over the network. Any member who transmits data of an illegal nature will have service terminated. Ignorance of the law is no excuse. MWM will never be responsible and/or liable if actions are bought against members due to the data they transmit.

## Clause 7 Suspension of Services

MWM may suspend services due to a variety of reasons (e.g. government order, maintenance etc) but will endeavour to give sufficient notice to its members.

#### **Clause 8 Data Protection**

Your personal information will be used only to enable MWM to supply the services you require or to answer questions from the authorities such as the police.

#### **Clause 9 Acceptable Use of Bandwidth**

Whilst bandwidth (i.e. amount of download) is specified in the bandings, MWM does reserve the right, in cases of wanton usage that might be detrimental to other members, to take control.

#### **Clause 10 Security**

Members are fully responsible for the user name and password they use to access MWM services. If members let others use their settings, the member is responsible. Members **must** make their own arrangements for internet security—firewalls, anti-virus etc.

#### **Clause 11 Installation of Equipment**

MWM will arrange equipment installation at member's premises but accept no responsibility for any damage or injuries caused during the process. Members must make their premises available and gain any permission necessary. MWM retains ownership of equipment supplied as part of a Standard Installation.

#### **Clause 12 Relay Point-Node**

If it is agreed that your premises house a node, MWM might need to access it for maintenance. The node remains the property of MWM but the member will take care of it, leave as is and return it upon termination.

#### **Clause 13 Equipment**

The equipment supplied by MWM has a 12 month manufacturer's warranty which excludes accidental or deliberate damage.

#### **Clause 14 General**

1. Force majeure applies
2. MWM are allowed to change the terms after giving notice to members
3. English laws apply
4. The (full) terms constitute the full agreement between member and MWM
5. Members may not let others take over their responsibilities without telling MWM
6. MWM is allowed to appoint third parties to take on MWM responsibilities
7. Signing the membership agreement means members have accepted the terms
8. Messages to members will be by email or posted on [www.martley.org.uk](http://www.martley.org.uk)
9. Members may not sell or sub-let services provided by MWM unless agreed
10. Members may cancel within 7 days of signing but will not be recompensed.
11. The service is dependent on MWM ability to supply
12. Changes to pricing bands may only be made at a minimum interval of 6 months and to be advised to MWM in writing.



## **What you need to know**

If you are interested in a broadband connection, MWM might be able to help you.

MWM operate line of sight wireless connections so no need for a telephone land line. Our connections reach speeds up to 35 megabits per second.

MWM is a company limited by guarantee, run by volunteers whose mission is to help local communities in their quest for faster, reliable broadband.

### **Standard installation**

Standard Installation consists of the provision, installation and commissioning of a local roof mounted aerial, with cabling to either your PC or to a wireless router (of our supply at extra cost) in your premises. If installed to your PC we assume this has a suitable card. If not, we can provide, install and commission one at an additional cost.