



Wireless Broadband

Support: 1570 600 636

Mail: support@ctek.ie

Web: www.ctek.ie

Wireless Broadband Internet Service Terms and Conditions

This contract runs for 12 months after which it will be automatically renewed unless notification in writing is received no less than 30 days in advance. The contract commences on the date of installation.

Obligations:

All subscribers must have up to date virus protection and anti spy-ware software running on all computers connected to the network.

If any virus activity is detected from your IP address the system will automatically block your access. Access will be restored when the virus activity ceases.

The network will not support peer to peer file sharing software like Kazaa, Limewire, Torrents etc., due to the legalities involved. The network operates a "Fair Usage Policy", see later.

Recommendations:

It is recommended that all users have a hardware or software firewall in place when using the network.

Installation:

Standard installation includes the installation of a wireless client unit connected to your computer's network port and attached to the exterior of the building in a position suitable for signal reception, as close as possible to a building entry point and the PC to which it is to be connected. Subscribers whose PC does not have a network port may have a network card fitted at the time of installation, at additional cost.

C Tek Broadband reserves the right to charge additional sums to cover installations not conforming to the above specification, at our discretion.

The installation fee covers installation labour only; all equipment remains the property of C Tek Broadband, the customer is responsible for this equipment and its safe return to C Tek Broadband. Upon termination of the contract the equipment should only be removed by a C Tek representative.

C Tek Broadband will charge the customer for any equipment found to be "missing" when our engineer calls to collect it

Installations must be paid for in full and standing order forms signed when installation is completed.

Network Speed:

This network is designed to deliver up to 2MB/s download and 512k upload (standard domestic package) however this may vary depending on usage, signal strength, time of day etc.

Support:

The C Tek Broadband support number is 021 2429619. No other numbers should be used. Should this number change, subscribers will be notified. Speed changes are inherent with any wireless service and as such should not be reported as a fault. Total loss of service should however be reported; this will be investigated by C Tek Broadband staff and rectified as soon as possible. If the cause of the loss of service transpires to be caused by the subscriber in any way, whether by altering configurations, physical placement or connection of equipment, a charge may be made for its repair.

If service fails for more than 5 working days, those days will be credited to the subscriber's account at the end of the contract period.

C Tek Broadband cannot be held responsible for any loss or damage which may occur as a result of decline or failure of the broadband service.

Cancelling your contract before the end of the 12 month period will result in you being charged for the remainder of the contract period.

If this contract is terminated by either party, it is the customer's responsibility to contact their bank and to cancel their standing order, overpayments from terminated contracts will not be refunded.