

Additional Terms & Conditions for Event Services Effective 1st March 2013

The following terms are in addition to My Big Network Ltd's standard terms and conditions which can be found at www.broadbandjunction.net

Provision of Temporary Broadband,

ADSL Broadband will be provisioned using a wholesale DSL provider. Responsibility for the provision up until the NTE will be held by the wholesale provider. Past the NTE Broadband Junction can be contracted to provide termination equipment and ongoing network distribution. The level of service for this is on a best endeavours basis unless you have contracted for an additional service level agreement. Satellite Broadband is provided using a third party supplier and they are responsible for providing the back end service. The onsite equipment will be maintained on a best endeavours basis by Broadband Junction engineers, you may also contract for us to provide the ongoing network. Any usage allowance on Satellite based services is measured both downstream & upstream. Bandwidth purchased in advance may include an unlimited element which is based on a higher contention ratio. The purchase of satellite bandwidth attracts a 50% discount when booked two weeks or more prior to an event, this discount is included in your quote and therefore payments received past this deadline will need a re-quote.

Provision of Telephone Services,

Where telephone service is provided on a fixed telephone line (PSTN). It will be provisioned using a wholesale PSTN provider usually BT. Responsibility for the provision up until the NTE will be held by the wholesale provider. Past the NTE Broadband Junction can be contracted to provide termination equipment and ongoing network distribution. Where VoIP is used it should be noted that the service is reliant upon the internet connectivity onsite and also requires power, alternative means should be available for contact of the emergency services.

Provision of Self Service Facilities,

All self service facilities are provided without staffing. The end user is responsible for their own equipment and selecting the correct input voltage or adapter. For Wifi services, the end user is responsible for ensuring that they are competent in using the service before purchasing any service.

Provision of Network Infrastructure,

Broadband Junction will provide networking equipment in line with the service purchased. Unless otherwise agreed the maximum cable run will be 50 meters, additional cabling will attract a cabling charge which will also include a labour element. Where the customer chooses to attach their own infrastructure, our engineers will disconnect any customer owned equipment before testing in relation to a fault. Where a fault reported is caused with customer owned equipment a charge will be passed to the customer.

Broadband Junction will decide up on the best connectivity methods for its infrastructure, where a customer requests a different method a charge will be made to reflect additional costs incurred.

Broadband Junctions' Equipment,

Broadband Junction will use equipment that it is competent in providing; a base station will be set-up where the use of Mains Electricity will be required, either by provision of electricity from the sites power supply or by generator. Most other equipment across the site will be battery powered and for this reason engineers require access to the equipment at all times. The event staff and security must agree to exercise reasonable endeavours in protecting Broadband Junctions' equipment from theft or damage.

Access,

Broadband Junctions' engineers will require access to its equipment onsite at all times and will also require access on and off site. Broadband Junction will provide in advance of the event a list of our engineers. From time to time we may also require access for third party contractors.

Health & Safety,

Broadband Junction has its own Health & Safety policy which includes a Fire Safety element. Broadband Junction will provide adequate fire fighting equipment for areas manned by its staff. If the event has its own requirements then it should provide these at the time of booking.

Service Levels,

Broadband Junction can offer 2 different levels of SLA depending upon the event type, services purchased and distance from one of our bases. Please check your quotation for the SLA Level offered, additional cover may be purchased at an additional cost.

Level 1 - An engineer will be on call 24/7 during this SLA period, initial response time within 10 minutes, once the initial response time has passed, each complete 30 minute period will accumulate £50 compensation up to the maximum amount paid for that service.

Level 2 - Same day response for calls logged before 3pm, faults not resolved before midnight will accumulate £120 compensation for each day that passes without the fault being resolved up to the maximum amount paid for that service.

- The SLA starts for a service only once it has been handed over to the customer as a fully working service.
- Periods starts when initial fault report by telephone has completed.
- All calls will be recorded and its progress logged.
- Rental hardware (e.g. Printers, Telephone Handsets, Thin Clients etc.) are covered by Level 2 only.
- Delays incurred due to customer fault will "stop the clock".
- Where power is supplied by the customer, the initial response time starts once power has been restored.
- Where power is supplied by the customer and the service level is 2 a charge applies for call out
- Severe weather or other "acts of nature" will reduce the SLA to Level 2
- Compensation is limited to 60% of the invoice fee for that event
- Services not contracted through My Big Network Ltd are not covered by the SLA

Albany House, 14 Shute End, Wokingham. RG40 1BJ

Tel: 01594 888144

Fax: 01594 888153

Email: info@broadbandjunction.net Online: www.broadbandjunction.net

Broadband Junction is a trading name of My Big Network Ltd. Registered in England & Wales, Company Number 6514753.