

Quality Mark Network Standards

Network Monitoring

- Our Network is monitored internally to ensure all our Core Routers, Servers, and various infrastructure such as our Access Points (APs) and Backhaul function correctly.
- Our Support Team monitors offline connections and proactively addresses issues before they become apparent to our customers.

Our Minimum Standards require that every device on our core network is monitored at all times, with historical data available to our engineers for troubleshooting.

Contention Planning

- Our Access Points and Backhaul networks are monitored to assist us in identifying when they become close to their maximum operating capacity, wherein a plan is formulated to upgrade any backhaul, license, or equipment as may be required to deal with the increased demand of the site.
- For our Business Leased Line customers, contention issues do not apply to the “last-mile” link, since the hardware is dedicated for the customer’s sole use.

Speed Measurements

- Our Handover includes an internal speed test to check signal and available speeds throughout your property. We also have an internal speed tester script for all new routers for scheduled out-of-hours speed tests to be completed and emailed to our Support Team for troubleshooting and investigation.
- We have produced a customer support guide on how to properly test your speed, available in [Appendix A](#)

Network Uptime

- Every AP site in our network is monitored. For large sites we maintain power supply by battery backup and also auto-starting diesel generators in the event of prolonged power outages.
- For any impacting events on network uptime, we have a documented RFO (Reason for Outage) for each event. System Fault Reports are completed internally as part of the RFO checks with full description of times, cause, effects, and resolutions as per ISO9001.

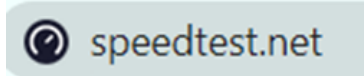
Support Procedures

- Support is provided to our customers either via our main support telephone service on **01773 570123**, or via email at support@w3z.co.uk. Out of Hours Support is conducted in a similar standard with an answer phone service attended by an out-of-hours support member who will contact the customer back.
- [Appendix B](#) gives a definition of faults covered by your Contract, and those that aren't covered and which may attract an additional cost. Our Policy is to inform customers of additional charges before an engineer carries out the work; such work being completed only when the customer confirms their understanding and acceptance of such charges.

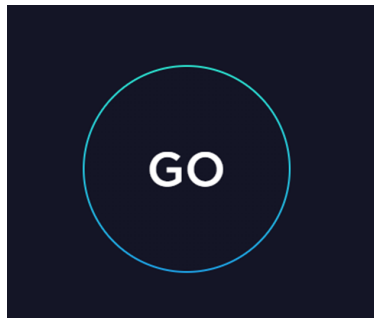
Appendix A - Customer Speed Test Guide

Speedtest.net

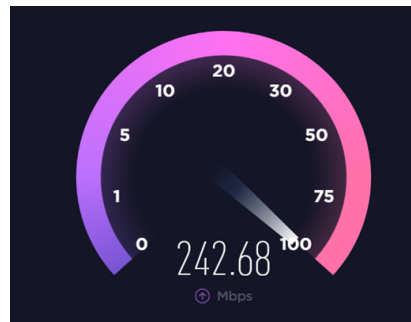
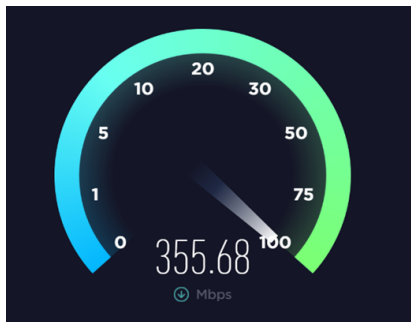
This website can be used via any browser by accessing the website Speedtest.net



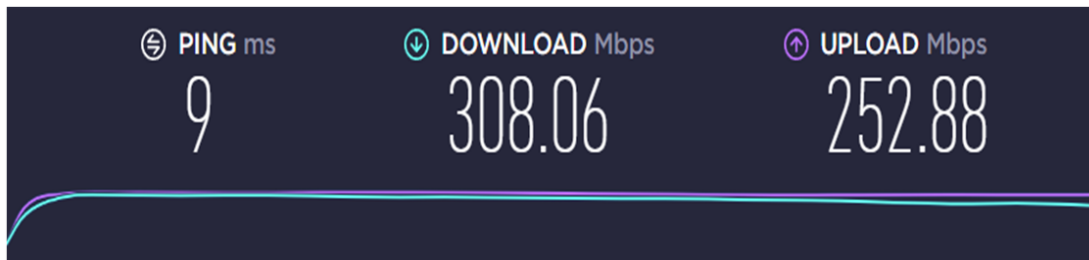
Once on the website you can press the go button to run the speed test.



The following shows both download and upload speeds being checked on the website.



It will run a test on download speed firstly then upload speed and will look like this once completed:



You can also download the speed test app via IOS (iPhone) or Google Play store (android) if you have a smartphone.

IOS version:



Speedtest by Ookla 4+

34 billion tests and counting

Ookla

#40 in Utilities

★★★★☆ 3.9 • 2.1K Ratings

Free · Offers In-App Purchases

Android version:



Speedtest by Ookla

Ookla Tools

★★★★☆ 1,300,944

PEGI 3

Contains ads · Offers in-app purchases

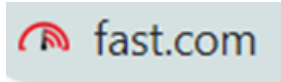
⚠ You don't have any devices

🔖 Add to wishlist

Install

Fast.com

This website can be used via any browser by accessing the website fast.com



Once you load the website it will load a speed test straight away as shown



Your Internet speed is
41 Mbps

Show more info

This will calculate the download speed first. If you press show more info once it is finished, this will display the upload speed also as shown in the bottom right corner.

Show more info



Your Internet speed is
41 Mbps

Latency		Upload
Unloaded	Loaded	Speed
32 ms	430 ms	9.8 Mbps

Appendix B - Chargeable Visits and Fees

Administration Fee

£50.00

Clause 2.7 of our Terms and Conditions

Eg. Failure to obtain required permissions for installation

Default Fee

£25.00

Clause 7.4 of our Terms and Conditions

Eg. Failed Direct Debit payment

Reconnection Fee

£50.00

Clause 7.6.2 of our Terms and Conditions

Eg. if your service has been disconnected due to non-payment

Re-Installation (eg Moving Home) Fee

£60.00

Clause 11.1 of our Terms and Conditions

Paper Billing Fee

£1.50 per document

Clause 7.4.7 of our Terms and Conditions

Early Cancellation or Termination Fee

If you wish to cancel your subscription whilst still within your Contract Period, you will be charged the balance of the calendar months remaining in your Contract.

Surveys and Quotes

Free of Charge

Our attendance for Surveys, Quotes, and Assessments are free of charge.

New or Additional Router

£134.00

Including labour and associated installation costs

Replacement (faulty) Router

Free of Charge

Whilst in Contract with us we will replace any faulty Router