



Payment of our Invoices by Direct Debit

We are going to give our customers the option to pay invoices by direct debit. We will be using an agency to handle these for us, you will be covered by the normal direct debit guarantee.

We will be offering a discount on the invoice if you wish to pay us via this means. To take advantage of this option please fill in the form included. Once this is registered with our agents you will receive from them confirmation and the direct debit guarantee. Our agents are Debit Finance Collections plc.

The procedure will be that we will send you invoices and commit the payment routine to take from your account on day 30 after the invoice date. Any queries, you can contact us to get the payment put on hold, if this is due to mistakes on our side then will sort this and resend the direct debit instruction, discount will still be allowed.

If the payment is withheld without notification then a charge for non payment will be levied and the discount not allowed.

This service can be made available to any customer that wishes to use it for their customers. The expenses are based on a deposit that is returned if a certain number of customers are signed up in the first 6 months. There is a registration fee per customer and single transaction fee per invoice. No other fees are payable and no software or subscriptions are due, as a spreadsheet is used to produce the required file.

Support Contracts

We will be ceasing contracts from renewal date for 24/7 cover. It is getting to expensive to get people to be on call on a 24/7 basis, and I cannot continue to do this myself. We will continue to provide a standard contract that will cover office hours for weekdays, no weekend support or bank holiday support will be guaranteed and will be charged. We will be offering an extended hours support contract that will give weekday and bank holiday support between the hours of 8am and 10pm, weekends will be between 9am and 8pm. Christmas day there will be no support and calls made will be answered on the next working day. Customers taking out extended hours contracts will be asked to register phone numbers that will be used to make these support calls, these will be held on our phone system so that these calls can be routed to the support.

Contracts may be paid by direct debit based on 10 monthly payments, as long as these are made a month in advance. If payment is not received then support will be withdrawn.

Please see the software contract conditions enclosed

Support

Support calls should be made to 08458693067 this is an internet number and will be charged at local rates from any part of the UK. From this number we will be giving you the option to leave a message, be put through to me or Orchard Computers, if I am away and I am required the call can be transferred to my support mobile, without you making another call. My mobile number will cease to be answered unless the call has come via the call transfer. Phones now being used are based on VOIP, (Voice Over Internet Protocol) so we can use these where ever we are.

The above will come in to play during and will be completed by the end of February 2008

Broadband and Phone Lines

If you want a broadband connection without being tied to long term contracts then talk to us.

We are still continuing to supply phone lines and broadband connections via our partner, Broadband First. We do not subsidise connections or hardware, and give you a monthly account. I do not believe in these long term contracts as if the service does not live up to your expectations you cannot get out of it easily. With our contracts just give us 1 months notice and we will release your mac code so that you can transfer to another supplier. This is normally done within 5 working days.

We have several levels of service and prices, these range from a connection with a 50-1 contention ratio to 20-1, it is normally 20-1 that we use for business, prices range between 19.95 and 66.95 per month. To explain contention ratio, this means that for each connection to the ISP several users can use a single connection, which does slow up your connection, so 50-1 means that there could be 50 users using a single link to the ISP, 20-1 is restricted to 20 users.

The extensive coverage of Bonded Broadband, together with the speed variants available (up to 32mb with 4 circuits bonded), makes this service ideal for locations where other high speed services such as ADSL2+ services or standard (up to 8mb) services are not available. Users considering Leased Line Connections could also use a bonded circuit as a much cheaper alternative.

Businesses often require dedicated speeds and bandwidth requirements for applications such as server access for home workers, with reliability as a key factor. SDSL running on either DataStream or LLU (Local Loop Unbundling), gives the user symmetrical upload and download speeds from 512kb up to 2mb with varying contention ratios, allowing the user to define their own specific requirements

Leased Lines provide organisations with a guaranteed, non contended internet connection from network to point of delivery at speeds between 1Mb and 1Gb. A leased line is the ideal solution for organisations looking for unrivalled service levels in comparison to that of ADSL and SDSL whilst offering full 1:1 contended, synchronous internet at a variety of speeds.

Website Hosting and Email

We are currently offering Roundsman users with contracts, free hosting of their website and email accounts. This is done via our sister company, Trackplain Ltd, in conjunction with DC Hosting. If you wish to use this service without having a contract, then we will make a charge of £10.00 per month. Domain registration costs are £20.00 for 2 years. Please contact us for more information.

If you would also like to go onto our customer links page then please let us know. If you use the web address www.findadairy.co.uk this will take you straight to the customer links page. We are looking at doing more with this over the next few months to help people find a dairy in their area, whether it is for doorstep or shops looking for dairy and related supplies. A small subscription will be requested from Roundsman users with no support contract. This facility will be available to non Roundsman users for a small subscription fee.

Phone Systems

We are able to provide phone systems based on VOIP or standard lines these will be supplier and installed, depending on specification by Orchard Computers or Channel Communications, or it may be a joint system if normal lines and VOIP are being used on the same system

Our new system is based on Trixbox software running on a Linux based server. Up to 24 lines can be input into a single box and internet accounts can also be incorporated. We do recommend that if you wish to use internet phones then you should have one broadband connection for voice and a separate one for data. This makes sure that there is no delay on the voice calls and no breakup on voice calls.

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