

# Interested in fast, reliable Broadband?

## The Perfect Solution!

If you do not currently have a broadband internet connection, or are looking to move to a fast, more reliable service, then we may just have the solution.

With Rushcliff Broadband you will be permanently connected to the internet with an ADSL connection. In addition, you will benefit from a fixed address on the Internet. This means that you could safely connect to your work computer from home at any time!

## Why do I need Broadband?

The Internet is becoming more and more popular, and there are more possibilities all the time for you to take advantage of a permanent internet connection. Not just for surfing and e-mail, but also to give you access any time to your work computer from home (or vice versa!).

In addition, PPS can operate from more than one location using an Internet connection at each location to automatically synchronise your database between locations.

## Why Broadband from Rushcliff?

Some other companies offer "very low monthly prices and no connection fee". We cannot always compete on price with these companies, but in our experience they sometimes do not always provide reliable connections with consistent performance.

The technical support departments of these companies can be very difficult to contact by phone. This is where we are different. Our broadband service is a fast, reliable, straightforward service and all your technical support is handled by one of our team members here – most of whom you probably already know!

## What are the costs?

Product	Speed (down/up)	Monthly cost
Standard	2Mb/256Kb	£25.00
Standard Premium	2Mb/256Kb	£32.50
Max	Up to 8Mb/448Kb	£35.00
Max Premium	Up to 8Mb/832Kb	£40.00

All services are subject to a one-off connection fee of £50.00. All charges are in UK£ and exclude VAT. These services have a 2Gb monthly download limit. This is usually more than enough to suit most needs. Higher limits are available for a small additional monthly fee.

The Max and Max premium services are normally recommended for faster BT lines. This is normally where you are located close to the BT Exchange. Using a Max service on a slower line can reduce the download speed in order to maximise the upload speed. The Premium services provide better performance and are less affected by "busy" periods. We can also supply and configure your broadband modem or router if required at very competitive prices. Please ask us for more details.

## What do I do next?

Setting up a new Broadband service, or transferring your current Broadband is easy. Just give us a call! All you need is an existing BT telephone line (BT does not have to be your calls provider but must manage the line).

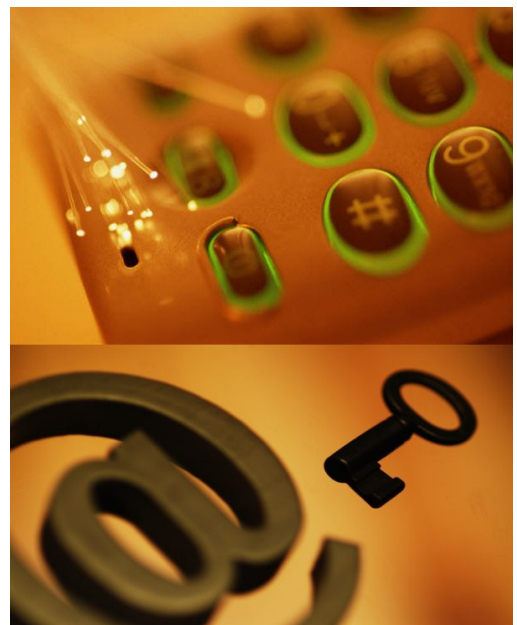
We can test the availability and speed of your line for you and discuss the best product to suit your needs.

Please read our Broadband terms and conditions over leaf, and if you have any more questions, just ask us – we are here to help!



**To find out more about our  
Broadband services, simply  
give us a call  
0845 0680 777  
or e-mail us:  
sales@rushcliff.com**

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## ***Rushcliff Ltd Internet Services – Terms and Conditions***

Broadband services brought to you by Rushcliff Ltd are provided through X2 Communications Ltd. Rushcliff and X2 in these terms and conditions are jointly and individually referred to as "The Provider"

### **The Services we provide**

1. Rental of ADSL on existing BT analogue line from customer's site (BT analogue line rental still payable)
2. IP connectivity between customer's site and The Provider's Internet Network service.
3. IP addresses may be requested at The Provider's discretion and subject to completing an appropriate IP Address request form. Where IP addresses are issued these must be returned upon termination of this agreement and are at no time the property of the Customer.
4. The customers are expected to manage their own hardware. The Provider will not provide any support for hardware or configurations. It is the customer's responsibility to ensure the hardware is compatible with the service.

### **Charges**

All charges are payable in advance. Monthly charges are payable via a perpetual monthly debit or credit card transaction. You will complete an authorisation form for this as part of processing your order. All prices are exclusive of VAT.

The term of this agreement is initially 1 month with 30 days written notice to cancel. Termination of this agreement within the minimum term will incur a cancellation fee of 100% of any remaining charges for the rest of the minimum term.

### **Service Standards**

1. On wires only, The Provider only provides support for the service being provided on a working BT analogue line.
2. In order to use ADSL Services, you need an existing BT telephone line and a personal computer of a minimum specification. You acknowledge that we are dependent upon certain third parties to install and provide ADSL Services to you. You also acknowledge that there may be technical limits that prevent us from delivering an operational service to you. We will endeavour to provide ADSL Services to you at the access rate you choose but, due to contention within the network, the speed of service may be reduced at times. The Provider is only responsible for the hardware and service up to the Ethernet interfaces, all equipment and services beyond this are the customer's responsibility.
3. We do not undertake to provide a fault free service. If, however, a fault occurs, you should report the fault by telephone, electronic mail or in writing to the Support Service. We will let you know as soon as reasonably practicable of any periods of downtime of the Support Service.

### **Service Credits**

4. Do not apply to The Provider's ADSL services.

### **Outages**

Planned Outages may occasionally be necessary for The Provider to carry out essential maintenance or network upgrades. They will be kept to a minimum and scheduled to minimise disruption.

The Provider will provide a fault reporting helpdesk facility. The helpdesk will respond promptly to faults reported. Faults remedied will be advised by email.

The Provider aim to rectify faults within 5 hours of raising a fault. Time to fix may be affected by circumstances. This is a target repair time and does not constitute a service level, under no circumstance is The Provider liable for outages or consequential losses.

Faults not involving The Provider's Network services or equipment. The Provider will advise of steps taken to diagnose a fault for which The Provider is not responsible.

Neither party shall be liable to the other, either in contract, tort (including negligence) or otherwise for direct or indirect loss of profits, business or anticipated savings, nor for any indirect or consequential loss or damage or for any destruction of data.

### **Acceptable Use Policy**

#### **Introduction**

The following Policy contains rules that govern your use of The Provider's services ("Service") and forms part of the terms and conditions of use of the Service.

This Policy may be amended from time to time.

#### **Applying the Policy According to the Nature of The Provider's Service to You**

Depending upon the nature of the Service you have selected:

you may be setting up website or websites to be run on either your server or our server ("Website");

you may be using our hardware, software, network and / or telecommunications to use the Service ("Our Equipment")

you may be providing your own hardware, software, network and / or telecommunications to use the Service ("Your Equipment")

This Policy applies to all of the Services you select.

#### **Restrictions on the Service**

You are not permitted to have illegal material on your Website(s), link to content that is illegal or to allow Our Equipment or Your Equipment to be used for any illegal activity. You risk being prosecuted if you or any of your customers publish illegal material in this or any other country.

You must ensure that your Website(s), Our Equipment and Your Equipment are not used to incite disorder, publish, disseminate or promote any material which encourages anything which is in any way pornographic, obscene, defamatory, menacing, offensive or in any way unlawful.

Neither you nor your customers are permitted to publish any content, or link to any content, in which you or they (as applicable) do not own the right, without the prior permission of the owner of the relevant right.

You must not use or allow any of your Websites, Our Equipment or Your Equipment to be used to transmit or post any material which may cause offence to others on the grounds of gender, race or religion or which may cause annoyance or offence to any person.

The Provider will comply with all obligations under the Data Protection Act 1998 and other any applicable data protection legislation. You are also required to comply with all data protection legislation. In addition, you must maintain all required registrations, including those reasonably requested by us to enable us to process your personal data in connection with our performance of our obligations under this Agreement.

#### **Unacceptable Activities**

You must not use or allow any of your Websites, Our Equipment or Your Equipment to be used to distribute or promote any of the following:

the sending of unsolicited emails or forged messages or spoofing

software which may be used for port-scanning, virus creation, packet sniffing, smurfing, hacking, Trojan horses or any other illegal or anti-social activity

any activity which interferes with systems or networks' ability to operate including denial of service attacks in any form

lists of email addresses (unless all of the addressees on the list have given their explicit permission)

the processing of personal data which does not comply with all applicable data protection and privacy laws and regulations

links to any website(s) that host illegal content

content designed to offend or cause needless anxiety to others

#### **Security**

You must not do anything, or allow any third party to do anything, which will compromise the security of The Provider's equipment and you are therefore required to install and use appropriate virus checking software and security devices and to impose this same requirement on any of your own customers that use any of your Websites or Your Equipment.

You must not share, or disclose to any third party, any passwords provided by The Provider. Such passwords are your responsibility.

#### **The Provider's Rights**

Compliance with this Policy is a contractual requirement. We reserve the right to suspend, restrict or terminate your access to the Service if either you or a third party accessing your Website or Your Equipment causes, or is likely to cause, our Service to be interrupted, damaged or impaired.

Offending material may be removed without prior notice. We may retain a copy of such material for our records.

We reserve the right to forward offending material to the police or other regulatory authorities in the event that we are requested to do so or where a complaint is made about your use of the Service and is deemed by us to be inconsistent with this Policy.

#### **Complaints**

If you have any concerns or complaints about the service, please send a plain text email with no attachments to us via e-mail at [support@rushcliff.com](mailto:support@rushcliff.com) providing as much information as possible. We will deal with all complaints received and take appropriate action where your complaint is upheld. Please allow up to two working days for a response.