



Your Broadband Information: *Your Wi-Fi Plus*

YOUR CO-OP
BROADBAND

PRODUCT DETAILS

**YOUR WI-FI
PLUS**

Purpose: A summary the Wi-Fi Plus service provided as an optional add-on to the Your Co-op Broadband services



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VERSION HISTORY

Version #	Implemented By	Revision Date	Approved By	Approval Date	Reason of change
1.0	Chris Horne	10/08/2021	Self-approved	04/10/2021	Initial copy
1.1	Chris Horne	12/10/2021	-	13/10/2021	Addition of 2GB Top-up and service terms
2.0	Chris Horne	21/10/2021	-	21/10/2021	Web copy added
2.1	Chris Horne	08/11/2021	-	08/11/2021	New router information

TPC Version: YCBB-YCWP0001



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1 **SERVICE DEFINITIONS**

1.1 **WHAT IS YOUR WIFI PLUS?**

Your Wi-Fi Plus uses the latest Wi-Fi 6 technology to boost the wireless signal around your home. We provide you with a up to 2 wireless extenders which boost the signal from your router to help eliminate dead spots and enhance your wireless connection speeds. If you take a Pay Monthly mobile service with us we will also provide a 2GB Mobile Top-up if your broadband service develops a fault which stops you accessing the internet (see section 2 for details)

1.2 **WHO CAN GET THE YOUR WIFI PLUS SERVICE?**

All customers who take out our most recent Your Co-op Fibre packages (see table below) can add on this service. You will need the Technicolor DGA0122 or DGA4134 which we provide as standard with the latest firmware installed. If you have purchased a package with either router before 01/11/2021 you may need to upgrade the firmware of your device to the latest version, therefore we cannot guarantee compatibility with any equipment sent out before this date.

Applicable packages

Package name	Packages taken from	Standard router
Your Superfast (one net & Off net)	01/11/2021	Technicolor DGA0122
Your Superfast Plus (one net & Off net)	01/11/2021	Technicolor DGA0122
Your Superfast Enhanced	01/11/2021	Technicolor DGA0122
Your Ultrafast 80	01/11/2021	Technicolor DGA4134
Your Ultrafast 300	01/11/2021	Technicolor DGA4134
Your Ultrafast 500	01/11/2021	Technicolor DGA4134
Your Ultrafast 900	01/11/2021	Technicolor DGA4134

1.3 **WHAT DOES YOUR WIFI PLUS COVER?**

For an average size UK home (170sqm) a single extender, working with your router should cover all internal rooms including any attached conservatories or loft conversions. Should you still encounter an area that does not have wireless coverage our tech support team will endeavour to resolve this for you and if required send out a second extender to further increase your range.

For properties larger than the average home we will work with you to provide as much coverage as possible but cannot guarantee Wi-Fi in every room. Areas which are not specifically covered as standard include but are not limited to:

- Summerhouses, sheds and other detached structures
- Garages with or without internal door access
- Cellars or basements
- Annexes
- Properties with dense wall structures (such as listed buildings)
- Areas exposed to large amounts of external interferences such as dense coverage of other wireless networks, sources of high RF interference or large amounts of metal structure.

*Source of average house size: <https://www.labc.co.uk/news/what-average-house-size-uk>



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1.4 WHAT EQUIPMENT WILL I NEED?

We will send you a single Extender to increase the signal around your home, however if you are still unable to get coverage around your home, the first step is to contact our technical support team for assistance. If we are unable to resolve the issue and your setup is within the guidelines of this guarantee we will send a second Extender to you free of charge to increase your number of wireless points to 3 (including the base router).

1.5 WHO OWNS THE EQUIPMENT?

Your Co-op Broadband owns all the associated hardware we send to you until such a point as the minimum term of the agreement has been met. After the minimum term has been completed all elements of the provided hardware belong to the customer. If the Extender fails within its warranty period, we will replace it without charge as long as it has not been used in a manner other than intended. However, if you have damaged the Extender in some way or it is out of warranty, we may charge you a fee to replace it. If you terminate the Wi-Fi service before your term expires, we will ask you to pay the remaining term of your agreement.

1.6 WHAT HAPPENS IF I WANT TO CANCEL MY SERVICE?

You can cancel your service at any time however if you are still within your minimum period for the service you will be liable for early termination charges. The Minimum Service Period for the Your Wi-Fi Plus service is 24 months. Early Termination Charges would equal the total monthly charges due to the end of the Minimum Period and we also may request return of the extenders. After the Minimum Service Period it is 30 days' notice and you retain all equipment without any penalty.

For all other services standard terms and conditions apply: <https://broadband.yourcoop.coop/legal/>

1.7 DO YOU GUARENTEE WI-FI SPEEDS?

We cannot offer any speed guarantees for using our service and any estimates we provide are based on the network speeds which can be delivered up to your property. Due to the nature of Wi-Fi the speeds can vary greatly due to a range of external factors such as the age and technology of devices you are using to connect to it, outside interference of other network or electrical signals and the actual structure of your home all of which can all cause signal degradation. In order to receive the best possible speeds, we still recommend connecting your devices directly to your router by a fixed cable where possible.

2 MOBILE TOP-UP

If you also take a mobile service with us and your broadband service develops a fault which means you have no connection, we will add an additional 2GB of mobile data to your bundle to help cover any extra essential usage subject to the terms below.

2.1 TERMS AND CONDITIONS

- 1. The customer must have an active Your Broadband service with Wi-Fi Plus and any of our pay monthly mobile bundles which includes a data allowance (excludes all PAYG or PAYU services)*
- 2. Faults that are cleared within the same working day are not eligible for the 2GB top-up.*
- 3. The fault has been reported and proven to be a network related issue which has caused the end user a total loss of broadband service. This will also include a failure of the router as long as it has been provided by us and is not due to any misuse of the equipment.*



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- 4.** *The additional 2GB will be applied until the end of the month the fault was reported as a top up to their existing bundle; however, if the fault restoration time crosses over into the following month it can be also be re-applied for that following month.*
- 5.** *The 2GB can only be applied to a single number, should the customer have multiple mobile bundles they should specify which number they wish to add this too.*
- 6.** *The 2GB bolt-on is non-transferrable and can only be used during the month the fault has occurred (unless subject to point 3), it cannot be "banked" and used at another time.*
- 7.** *For long term network faults or events classed at Matters Beyond Openreach Control (MBORC's) we reserve the right to limit the number of months the bolt-on can be applied to two.*
- 8.** *The 2GB data top-up includes UK data only and excludes any EU roaming included within the standard mobile data allowance.*
- 9.** *All additional usage outside of your standard bundle and 2GB Top-up will be charged as per standard out of bundle rates.*
- 10.** *For all other terms and conditions relating to our internet services please see <https://broadband.yourcoop.coop/legal/> should any conflictions exist then the general terms and conditions in this location will take preference.*