

pipex

Pipex UK upgrade pack

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Welcome to your new Pipex Service

Thank you for upgrading your Pipex service

This booklet is designed to give you information on adding new Pipex products and services to your package and answer any questions you may have about your upgrade.



Adding Pipex broadband

Adding Broadband

- If you have chosen to add Pipex broadband to your current service, your new broadband will be live 15 days from the day you placed your order.
- Within the next week you will receive a letter confirming the date your Pipex broadband will go live along with your broadband username.
- Once you receive your modem or router, all you have to do is plug it in and follow the instructions to get connected.



Broadband benefits

Unlimited Broadband

All new Pipex broadband packages offer the highest speed your line can achieve up to 8Mb. Plus, with unlimited time online and unlimited downloads[†] you can surf as long as you like, when you like.

Free 100MB web space

- You can use your free web space to set up a personal or community website of your favourite photos, blog entries, links to your favourite websites and any other information you'd like to include.
- Use your free web space to set up an online storage area for files, documents, music and pictures - including file types like MP3 or other audio files.

Free email addresses

Your new Pipex broadband comes with:

- 100MB email storage.
- 10 email addresses so you and your family can all have your own email addresses.

Free online security

Your broadband package includes email anti-virus and anti-spam protection, with the industry-leading IronPort X-Series™ and IronPort Anti-Spam™. These are available to you at no extra cost and provide one of the highest levels of email security and anti-virus technologies available.

Call **0871 663 3300** if you wish to track your upgrade order or if you need help installing your broadband service.

Broadband kit

Your broadband kit will be sent to you by post and contains:

- ✓ An Installation Guide with easy to follow instructions on how to get your broadband up and running.
- ✓ Broadband modem/router - dependent on what you chose.
- ✓ Two ADSL/broadband micro filters. You will need an ADSL filter for every phone socket in your home that shares the same phone lines as your Pipex broadband.

Please check that your PC/laptop meets the minimum requirements below:

- For a PC - Operating Systems ME, 2000, Professional, XP or Vista
- For a MAC - you need to be running OS 8.6 or later (obviously including OS X)



Broadband questions:

Will anyone come to my house to install my broadband?

No, we'll provide you with everything you need to get up and running. You get an installation kit with easy to follow instructions. Follow these instructions and you should be online in 5 - 10 minutes.

Can I choose my own email address?

Of course. The email address you were provided can't be changed, but you get nine additional email addresses that you can create yourself. To set up your personal email addresses, go to www.pipexuk.com and choose "Your Broadband Account" where you'll find instructions to help you.

Can I keep my current email address?

You will need to contact your existing provider as to whether this is feasible. Your email address cannot be transferred to Pipex.

Does it matter where in the house I use my broadband connection?

All new broadband packages come with a free wired modem. You can connect to this in your home via any telephone socket as long as it is the same number you used to register your Pipex account. If you ordered a wireless router and your PC/laptop is wireless enabled you should be able to access broadband anywhere in the router's range.

Moving home?

If you're moving house please let us know on [0871 663 3300](tel:08716633300). If you give us 4 weeks notice we will make sure that your Pipex service is up and running on the day you move in.

Pipex phone packages

Adding Calls and Line Rental

If you have added calls and/or line rental to your package you will soon be enjoying big savings on your phone bill. We will arrange the seamless transfer of the phone services you have ordered.

What happens next?

- If you have added a Pipex call package and/or line rental your service(s) will go live in approximately 15 days from the day you placed your order.
- If you are a Pipex calls only customer and have added both broadband and line rental, your broadband will be activated in approximately 15 days from when you placed your order. Your line rental will then follow 15 days later.

Before your calls and/or line rental go active, we will send you a letter confirming the date these will actually go live.



Pipex Call Packages

Anytime:	For just £4.99 a month you can enjoy unlimited landline calls to UK 01, 02 and 03+ numbers. Plus all anytime packages also include Pipex Mobile Saver at no additional cost, which gives you 24% off Pipex standard rates to UK mobiles.
Hometime:	All Pipex Broadband and/or line rental packages offer you the option of free Hometime. This is inclusive evening and weekend landline phone calls to UK 01, 02 and 03+ numbers.
Everytime:	Simply Pay As You Go with this great value package. UK calls to 01, 02 and 03+ numbers are charged at just 4p per minute weekdays, evening calls 1.5p a minute and weekend calls are completely free.

Customers can also save a bundle with our all-inclusive Broadband, calls and line rental packages!

Pipex keeps giving

Free calls to other Pipex customers

All calls made to other Pipex customers are **INCLUSIVE** at any time and incur no additional charges.

Mobile savings

Add Mobile Saver Option to your Hometime or Everytime package and for just 99p per month you can save at least 24% on calls to any UK mobile network compared to our standard rates.

Savings on international calls

Our Pipex International Options give you calls to a choice of 17 or 30 countries for just 2p per minute. International Option subscriptions are from just 99p a month.

To add calls or line rental to your package call **0844 372 2591**

† All call packages are to UK local and national numbers starting 01, 02, and 03 numbers. Inclusive minutes are for up to 90 minutes per call. To continue talking for free simply hang up before 90 minutes end and redial. Numbers beginning 084/087 will have a max rate of 12p/min. 6p call connection fee applies to all chargeable calls. Weekdays are Mon-Fri 6am to 6pm; evenings Mon-Fri 6pm to 6am and weekends midnight Fri to midnight Sun. Full price list at pipexuk.com and selecting 'Our phone rates'.

Finally...

Terms and Conditions

For full terms and conditions go to www.pipexuk.com/terms/terms

- All Pipex UK services are provided by Pipex UK Limited, a Tiscali UK company.
- Services provided are subject to availability.
- Broadband and Line Rental upgrades from Pipex UK are subject to a minimum 12 month contract.
- Broadband speeds may vary dependant on the user's distance from local exchange.
- A fair usage policy applies for downloads, and data transfers. We do not apply any formal limits or caps to the amount of data you transfer with our broadband. However we may restrict excessive overuse by, for example, prioritising traffic for light users. For more information please go to www.pipexuk.com/terms/fup-hold
- Calls are billed per minute (excluding non-geographical & premium rate calls) and maybe subject to a set up fee of 6p per call.
- Calls to mobile phones that have been ported to another mobile network will be charged at the original network rate.
- A full price list including call charges for non geographic and premium rate calls is available from our website on www.pipexuk.com/rates/index

Useful information

Customer Services & Technical Support

0871 663 3300

Our Customer Service agents are ready to take your calls from

Monday to Friday 8am - 9pm

Saturday from 8am - 5pm

Sunday from 9am - 6pm

Calls are charged at 5p/min from a Pipex talk package. Call charges from other providers and mobiles will vary.

Writing to us:

FAQ: Customer Care, Pipex UK, PO Box 14503,
Birmingham, B46 9BD

Managing my account?

If you want to see your bills online or find out information on our latest products and services, log on to www.pipexuk.com

Adding new services/products?

Once your new Pipex service is up and running, you can upgrade or change your package by calling

0844 372 2591

Lines are open

Monday to Friday 8am - 9pm

Saturday & Sunday 9am - 5pm

Calls are charged at 5p/min from a BT landline. Call charges from other providers and mobiles will vary.



www.pipexuk.com

Pipex UK Limited

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