

Your Ogi Service Description

Ogi Alt 150 / Ogi Alt 300 / Ogi Alt 900
Home Alternative Fibre Broadband Services





Welcome to Ogi.

We're really pleased that you've chosen one of our Ogi home fibre broadband service packages.

As you know, here in Wales, when someone shouts 'Ogi!', it's impossible not to smile – or respond. That's why we chose Ogi as our name: it's about connecting people to one another, which is exactly what we do, digitally.

We're your Welsh full fibre internet service provider and we're here to provide you with the ultrafast, reliable connectivity you need every day.

This little booklet aims to help you understand the service you'll receive from us.

We really look forward to providing you with one of our alternative services. These are services that we deliver using the Openreach full fibre network in your area.

We hope that full fibre makes a real difference to your day-to-day life in a way that opens up opportunities for you and those you might share your home with.

Thank you again for choosing a service from Ogi.

Let's get started.



Service Customer Description

Ogi Alt 150, Ogi Alt 300 and Ogi Alt 900 are the alternative fibre to the premises services we offer home or residential customers for domestic use, using Openreach's full fibre network.

Go to www.ogi.wales and click on 'Contact us' to find out more about your broadband package, or if you've also signed-up for an Ogi Voice Service. More Service Description can be found

by clicking on the Language Line if you'd like to get in touch with us. This service description is intended for guidance only and does not form part of our Terms and Conditions. For contractual obligations and guidance please refer to the Terms and Conditions for Home Services.

Our Customer Care hours are Monday to Friday, 8am-6pm.

Whilst we aim to provide a first time fix, sometimes time to time faults develop. If you report a fault to us during business hours, you will receive an initial response from us within 4 business hours.

If the issue is an Ogi fault, we aim to repair the issue within two working days.

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Your Ogi Service

Summary

Ogi Alt 150, Ogi Alt 300 and Ogi Alt 900 are the alternative fibre to the premises services we offer home or residential customers for domestic use, using Openreach's full fibre network.

Service Availability

Ogi Alt services are delivered over Openreach's full fibre network in areas where Ogi has enabled the Openreach exchange for the delivery of our products. Openreach must also have made full fibre (Fibre to the Premise / FTTP) available in your area. These services are standard Openreach products. All your Customer Care support will be provided by Ogi.

Applicable Terms and Conditions

The full Ogi General Terms and Conditions for Home Customers, as well as our Acceptable Use Policy, can be found on our website, [ogi.wales](http://www.ogi.wales).

Contract Term

Ogi Alt 150, Ogi Alt 300 and Ogi Alt 900 services are offered as 12 and 24 month contracts.

Cancellations are governed by the relevant Terms and Conditions.

We'll get in touch with you around a month before the end of your contract term to let you know that your contract is due for renewal.

If you don't renew or don't terminate your contract with us, you'll default to a rolling contract at your original contract price. We'll then get in touch with you every year to let you know about the best prices available to you in your area.

If we are able to connect you to Ogi's own full fibre network at any stage during your contract term, we'll contact you to offer you the opportunity to switch to an Ogi connection at no extra cost to you.

Billing

Your Bill will be sent to your e-mail address (unless you've asked for a paper Bill at an additional cost) and will include all the charges incurred in the period, including your broadband costs.

Our bills will cover a period of 1 month, unless this is your first Bill, which will start from your activation date to the end of the following month.

The amount will be debited from your account via direct debit on or around the date notified on your Bill.

Any discounts will be shown on your Bill with a description, and we'll also explain if it's a one-off or recurring discount.

If you're concerned about your Bill, contact Customer Care at www.ogi.wales/contact or **029 2002 0550**.

For help to understand your Bill then please go to [ogi.wales](http://www.ogi.wales).



Ogi Customer Care

Ogi Alt 150, Ogi Alt 300 and Ogi Alt 900 customers can contact Ogi by phone, email, webform and letter.

Phone

029 2002 0550

Webform

Go to www.ogi.wales and click on 'Contact us'

Letter

Ogi Business Care,
Hodge House,
114-116 St. Mary Street,
Cardiff CF10 1DY

We also offer a Welsh Language Line if you'd like to get in touch in Welsh: 029 2002 3200 cymraeg@ogi.cymru

Our normal business hours are Monday to Friday, 8am-6pm.

You can of course contact us at other times, at your convenience, and we will respond during our normal Customer Care business hours, within the timeframe below.

Whilst we aim to provide a trouble-free service, from time to time faults develop. If you report a fault to us during business hours, you will receive an initial response from us within 4 business hours.

If the issue is an Ogi fault, we aim to repair the issue within two working days.

Complaints

Our aim is to always provide a positive experience. However, things go wrong from time to time, and if you feel that our service has fallen short of your expectations, then please let us know, so that we can improve things for the future.

Contact our Customer Care team to share your complaint with us, or email complaints@ogi.wales.

Our full Complaints Code can be found at ogi.wales.

Cancellations and Terminations

Cooling-off period

You've a 14-day cooling-off period to cancel your initial Ogi fibre broadband order if that's what you'd like to do.

If you'd like to have your service installed during the cooling-off period that's no problem, but if you choose to cancel your order before the end of your 14-day cooling-off period, you'll be charged for the installation costs incurred by Ogi.

If you do want to cancel, let us know in writing. Email sales@ogi.wales or send us a letter. You can also cancel by using the form on our website, ogi.wales.

Terminations

If you want to terminate your service after the initial 14-day cooling-off period or after your service has been activated, we'll need 30 days' notice from you in writing by [visiting www.ogi.wales/contact](http://www.ogi.wales/contact) or writing a letter – and costs will apply, depending on your circumstances.

If there is a death in the family requiring a termination of a service, the person acting on behalf of the customer can terminate the contract at no cost, and return the wifi equipment to us. They can also transfer the contract to another person, on the same terms, and at no cost.

Take a look at our Terms and Conditions for more information about cancelling and terminating your service from us.

Moving House

If you plan to move house, you may be able to migrate your service over to a new address to minimise the hassle and prevent a loss of service to you.

Our ability to do this will depend on where you're moving to, and the nature of your current service from us.

Please get in touch with sales@ogi.wales or call **029 2002 0520** to find out if we're able to help.

If we're not able to offer a service at your new property, or you choose not to take up an Ogi service at your new address, then your current service will need to be ceased and our standard terms for ceasing a service will apply. You'll need to return your router/s to us using a returns postage pack provided by Ogi.

If we are able to offer you a future service, you may be charged an installation fee at your new address. You can choose to take your router/s with you, but please discuss this with our Sales team.

Your Ogi connection

Your full fibre broadband is delivered via an Openreach fibre optic connection to your home or property. This stops at the Optical Network Terminal (ONT), a little box that will be installed inside your home. The ONT has a Gigabit Ethernet Port into which your router is connected. Your ONT and wifi equipment are also known as Customer Premises Equipment (CPE).

Installing your Service

Openreach will aim to install your Ogi connection within 7-14 days of Ogi taking your order, depending on how busy their crews are. They will also install your router/s.

Openreach will communicate with you directly to let you know when they plan to visit your property.

Ogi will charge Openreach's Standard Installation fee for your installation. Please refer to our Price Guide.

Missed Installation

In the event you miss your Ogi Installation appointment, and an engineer has turned up to the property but can't access and/or can't start the installation, a missed installation fee may be charged.

In the event you re-schedule your Ogi Installation appointment after 12 noon, the day before an appointment, a missed installation fee may be charged.

Excess Construction Charges

Occasionally, Openreach will raise excess charges where additional infrastructure is required to provide a new or extended service at your premises, or at another requested location where they would otherwise not choose to extend their network based on normal commercial criteria.

When it is identified that an installation will require additional work, Openreach will let us know and we'll get in touch with you to discuss and agree to any additional charges before the further installation work proceeds.

Missed Appointment

If you miss your Openreach appointment and an Openreach Crew has turned up to the property but can't access and/or can't start the installation, a failed installation fee will be charged to you, as outlined in our Price Guide.

Your Customer Premises Equipment (CPE)

Inside your home, the Openreach Crew will connect the fibre optic cable to your Optical Network Terminal (ONT) and then connect the ONT to your wifi router.

The ONT will need a standard plug socket. This should be within 1 metre of the ONT.

Once active, the ONT can be connected to your wifi equipment. The wifi equipment is supplied by Ogi and will be installed by the Openreach Crew.

If Openreach isn't able to connect your wifi equipment for any reason, then you can find out how to set these up yourself by visiting [ogi.wales](https://www.ogi.wales), and following our simple step-by-step guide.

Please also note that there may be limits to where your CPE can be placed.

You'll be provided with the following router/s:

- Ogi Alt 150 customers will get a Zyxel EX3301 Wifi Router.
- Ogi Alt 300 and Ogi Alt 900 customers will also receive a Zyxel WX3100 Extender (as well as a router).

The wifi equipment will need a standard plug socket. This should be within 1 meter of the device.

The CPE will request an Internet Protocol (IP) Address and we'll also use this opportunity to find your Media Access Control or MAC Address to allow us to identify any other CPE in your property and help to support you with any future connectivity issues you may have.



Connecting your devices

Further hints and tips can be found at [ogi.wales](https://www.ogi.wales)

Security

The Zyxel equipment offers some additional security functions. Please refer to the relevant information guide for more details.

Returning your router/s to Ogi

- Your CPE – including your ONT and router/extender – remain the property of Ogi throughout the period of your service from us.
- At the end of your contract, you'll be required to return your wifi equipment to us. The process is simple: we'll send you a pre-paid postage pack, and all you need to do is put the hardware into this package, pop to your local Post Office, and return the device/s to us to recycle. You'll be charged if you do not return these to us. Please read our Price Guide to find out more.

The Speed of your Connection

The speed achieved by our customers can vary for a range of reasons, including how much traffic there is on your local network and wider issues on the internet network across the UK and beyond.

Ogi's advertised download and upload speeds are lower than the average download and upload speeds achievable via an Openreach connection for at least 50% of our customers during peak hours (8pm-10pm every day).

As these are average speeds, they're not guaranteed.

The minimum download and upload speeds you can expect to receive are also included below.

Here's a summary of the average speeds you can expect to receive from your Ogi Alt package, as well as the minimum download speeds guaranteed by Openreach:

	Average Download Speed* at Peak Times	Minimum Download Speed at Peak Times	Average Upload Speed* at Peak Times
Ogi Alt 150	150Mbps	75 Mbps	15 Mbps
Ogi Alt 300	300 Mbps	110 Mbps	30 Mbps
Ogi Alt 900	900 Mbps	110 Mbps	90 Mbps

*Achievable for at least 50% of our customers.

We constantly check and optimise the wider network, but you can also test your own speeds using the Ogi Speed Test.

If your actual speeds are significantly lower than expected, please let us know and if we aren't able to improve things for you within 30 days then you can end your contract with us free of charge. Please also refer to our Terms and Conditions for more information.



The average speeds you can expect to receive are listed below.

Faults

Faults can be raised with our Customer Care team by phone, email, webform or letter – the details are above.

Faults on the network

— If the issue is due to a fault on the network we will aim to resolve the matter with Openreach, as outlined in your Terms and Conditions.

Faults with your home equipment – including your router/s

- If you're in contract and there is a fault with your router/s, we'll replace the faulty item/s free of charge.
- If you're not in contract and your wifi router develops a fault, you may need to pay an administration and delivery fee for a replacement. Please read our **Price Guide** to find out more.
- If you've damaged the wifi router/s, then you'll be charged the appropriate fee for a replacement. Again, please see the Price Guide.
- If you've damaged the ONT or the fibre connection itself in any way, and we need to organise for a visit from Engineers then there will be a service charge applied for the call; with any work required – to replace a damaged ONT for example – charged on top. Please go to the Price Guide to find out more.

If the issue is linked to your Ogi CPE equipment, we may also send an Ogi Engineer if necessary, but in the event that an Ogi Engineer is called out and no fault is found, a call-out charge may be levied. Read the Price Guide to find out more.

Some faults and issues will have nothing to do with your Ogi service or the CPE we've supplied to you. They might be to do with internet issues elsewhere, or with some of your own home devices, for instance.

If you've ongoing issues with the wifi signal in your home, we may be able to upgrade your wifi service with us for an additional fee. Contact sales@ogi.wales or call **029 2002 0520** for more.

If you experience a fault with the network or due to the CPE we've installed that isn't resolved according to our Terms and Conditions please speak to our Customer Care team to discuss next steps.

Internet Protocol (IP) Address

These services come with a single dynamically allocated IPv4 and IPv6 Address. Under normal conditions these will not change on a regular basis however from time to time it may dynamically change due to network optimisation activity.



Having trouble?

Further hints and tips can be found at [ogi.wales](https://www.ogi.wales)

Service Options

Add-ons

If you'd like to add a new element to your core package, such as an additional extender or a Voice service, please contact sales@ogi.wales or call us on **029 2002 0520**.

Please refer to the Price Guide for more information.

Mesh Routers

- Mesh routers can be used to extend your wifi coverage throughout your home.
- Customers on the Ogi Alt 300 and 900 package will receive a Zyxel WX3100 mesh extender in addition to their Zyxel EX3301 router. This uses the Easy Mesh standard and is configured using the Zyxel MPro Mesh free mobile app.
- Ogi Alt 150 customers can add-on a mesh extender to your package, and Ogi Alt 300 and Ogi Alt 900 customers can add further extenders to your packages too, but if you're within three months of the end of your contract you must recontract with Ogi to do so.
- You can also request to remove an additional mesh router from your home if more than three months have passed since it was added to your home network, but you must return it to us or you may be charged as per our Price Guide.

Upgrades and Downgrades

If you would like to upgrade or downgrade the speed of your service from us, please contact sales@ogi.wales or call us on **029 2002 0520**.

Upgrades

- You can choose to upgrade your service from us at any stage. The increased charges will be applied pro rata from the next bill you'll stay within your existing contract term.
- Openreach will action your upgrade, and it's normally completed within 24 hours of the request input.
- There is a 1 month minimum term, and we don't charge an admin fee for upgrading.
- If you enter a new contract term with us, upgrading from an Ogi Alt 150 to and Ogi Alt 300 or 900 package, you'll receive new CPE from us.
- If you chose to continue with your existing contract term, you'll keep your existing CPE until the contract ends.

Downgrades

- After 12 months you can downgrade your service, entering a new contract period; or for the remaining contract period.
- No admin fee is charged but you may incur additional fees as we may need to send you new equipment.

Thank you for joining Ogi.

For updated information about
Ogi please visit the website
www.ogi.wales

Get in touch

Got a question?

Let's get you to the right team.

Customer Care

Here for your every need.

Monday to Friday, 8am–6pm and on
Saturday 9.00am–5.00pm
029 2002 0550
www.ogi.wales/contact

Something not up to scratch?

Your Service Description is available
in braille, large print or audio formats.
Just let us know how you'd like it.