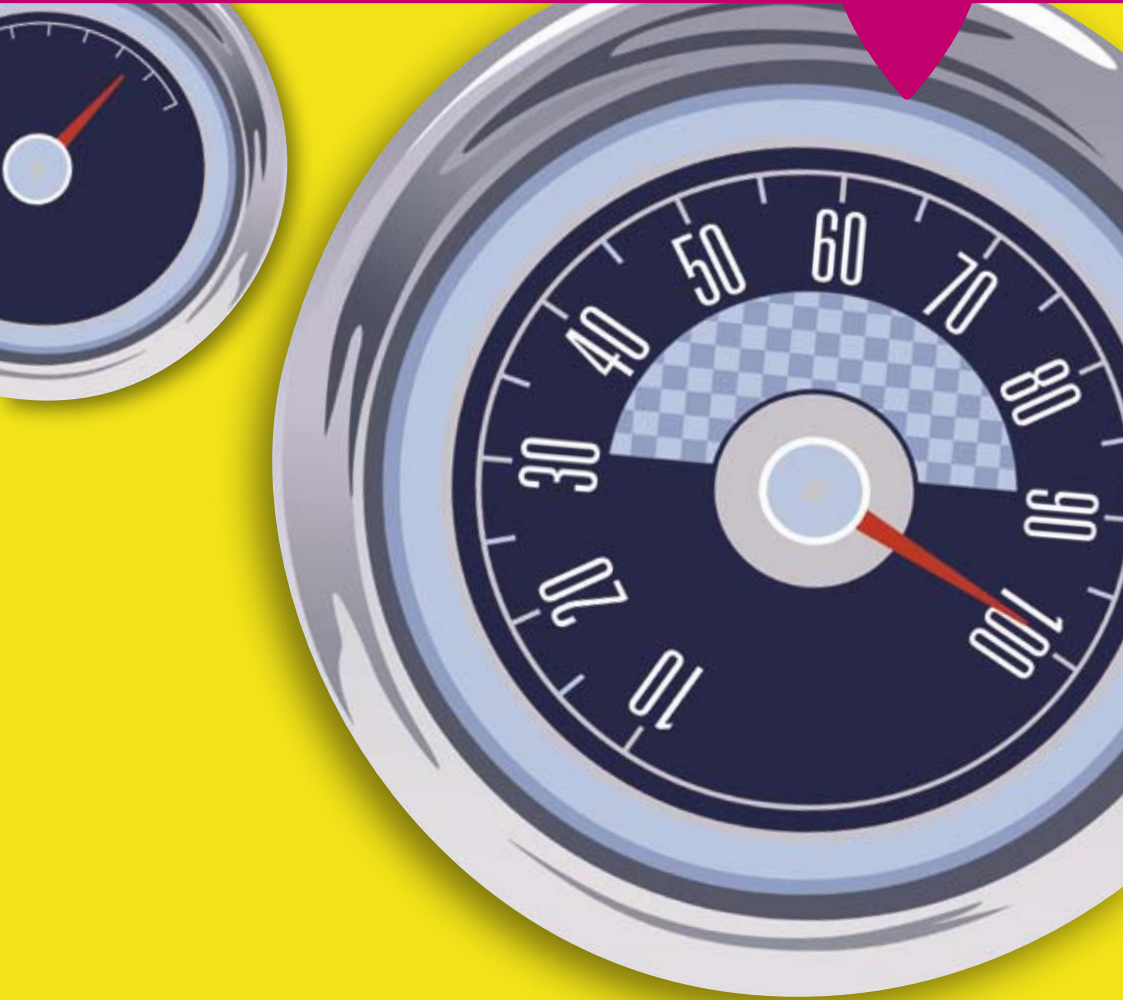


your Internet connection
how fast do you want to go?



www.jerseytelecom.com
Worldsmart, Homegrown



Rapid connection

Connect to Rapid, our broadband Internet service and open up a world of possibilities!

Rapid

Rapid is our high-speed broadband Internet service which offers you a super-fast connection to the web at speeds up to of up to 2048Kbit/s as standard!

By using ADSL technology, Rapid allows you to surf the web at super-fast speeds and use your phone at the same time! And, Rapid is a 'flat rate' service so there's no need to worry about Internet call charges anymore – you simply pay a fixed monthly fee for high-speed Internet access*, 24 hours a day, 7 days a week.

All the information you need on Rapid is in this booklet, but if you have any further questions, please visit our shop, one of our authorised Rapid dealers or call us on Freephone 0800 735 2500.

which option do I require?

Usage option	Monthly rental	Speed
20GB	£17.99	2048Kbit/s*
40GB	£24.99	
60GB	£39.99	

All three options offer speeds of up to 2048Kbit/s* and have a contention ratio of 50:1. The monthly rental for Rapid is billed for in addition to your call charges and standard line rental of the tariff to which you subscribe.

usage allowances

Compared to many other broadband providers, we have set very generous usage allowances.

For example a 20GB usage allowance would allow you to:

- Send or receive more than 5 million text only e-mails per month or
- Send or receive more than 17,000 average sized digital photos per month (based on a 3 megapixel digital camera) or
- Download over 4,000 average length music tracks per month.

*The 2048Kbit/s download speed quoted is based on the maximum capability of your landline which is subject to line length, condition and noise interference.





A simple way to choose

connection

The connection fee for our Rapid broadband service is a one-off payment of £50. The service then needs to be installed at your property which is relatively straightforward and can be done yourself or by one of our engineers. The cost of the engineering visit varies according to how much work is required. As a guide, our engineering work has an initial charge of £60 which includes the first 30mins of labour. Work is charged at £30 for every 30mins thereafter. On average it takes 30mins to install the standard ADSL Rapid service and 60mins to install the wireless option.

which type of modem and installation option do I require?

Before you decide on installation options, you will need to choose how you would like to connect your computer to the service.

standard or wireless modem?

You first need to decide whether you require a standard ADSL modem or whether you would like a wireless ADSL modem. A wireless modem would allow you to connect multiple Wi-Fi enabled PCs to the Internet without the need for trailing cables, and, if you have a Wi-Fi enabled laptop, you should be able to use it wherever you are in the house!

full install or self-install?

These full-install and self-install options are available for both standard and wireless Rapid services.

Full-install – a Jersey Telecom engineer will come to install the Rapid modem (which is supplied by Jersey Telecom) onto your computer, set up your username and password and ensure that your Rapid service is up and running. Two filters* and one modem are supplied with this option.

Self-install – you purchase the modem which is posted to you with your username and password. You then install the Rapid modem and service without assistance from Jersey Telecom. Two filters* are supplied with this option.

Self-install (no modem) – two filters* and your username and password will be posted to you. You purchase your own modem and install the service without any assistance from Jersey Telecom.

For all current equipment prices and modem information please visit our shop or contact us on Freephone 0800 735 2500.

*See Rapid glossary for more information.



Applying for Rapid

There are several ways to apply for Rapid:

- 1) If you are already a Jersey Telecom fixed line account holder you can contact us on Freefone 0800 735 2500 and add the service to your account over the phone! Please have your account details ready when you call.
- 2) Alternatively, please complete the Rapid application form which is available from our shop, from our website, www.jerseytelecom.com, or by calling us on Freefone 0800 735 2500.
- 3) You can also connect to Rapid at any of the following authorised Rapid dealers:
 - E-volution IT Ltd,**
No.2 Ordnance Yard, St Helier, JE2 3NH
 - Fotosound,**
5 Charing Cross, St Helier, JE2 3RP
 - GT Computers,**
1 The Parade Arcade, St Helier, JE2 3RP
 - IQ Music Solutions,**
32 Burrard Street, St Helier, JE2 4WS
 - Island Technology,**
30 La Ville des Marettes, St Ouen, JE3 2HH
 - Nsew Jersey Ltd,**
57 King Street, St Helier, JE2 4WE
 - PC Help**
Telephone 864524
 - Tech Supplies,**
10 Payn Street, St Helier, JE2 3QN
 - WEBB Holdings,**
West Hill, St Helier, JE2 3HB

rapid glossary

Filters – you will need a filter for every active phone socket in your house. Two filters are supplied with each installation option. Additional filters can be purchased from our shop for £6.99 each.

Adaptors – if you choose our wireless option you will be able to connect multiple computers to your broadband connection. For each piece of equipment that you wish to connect to your Rapid service that is not already wireless enabled, you will need to purchase a PC/laptop adaptor. These are available from our shop and are priced from £29.99 each.

Contention ratio – In order to be able to offer a competitively priced service, it is industry practice that broadband users share their connection. This sharing does not affect service quality because users on the same connection are rarely downloading/uploading data at exactly the same time. The contention ratio represents the maximum extent of connection sharing.

This industry-wide method is proven to provide reliable, high-speed data-transfer at an affordable price.

Questions answered... Rapidly

How fast is Rapid?

With Rapid, you'll be surfing at up to 2048Kbit/s*, much faster than even the latest dial up modems. Surfing the net will become more enjoyable because pages appear almost instantly, so there's no more waiting for graphics to download and you can pick up your email in a matter of seconds! You can also access multimedia content, MP3 files, movie clips and on-line games, up to 40 times faster than with a conventional modem.

How much does Rapid cost?

For a fixed monthly fee, starting from just £17.99 per month, you can have high-speed Internet access, 24 hours a day, 7 days a week! And as it's a flat rate charge, you don't have to worry about building up any Internet bills. The Rapid minimum term contract is 12 months and as the service is provided in addition to your normal telephone service, you will be billed for Rapid as well as your call charges and standard line rental for the tariff to which you subscribe.

Can I use my Rapid line for the Internet and make a telephone call at the same time?

Yes. You can surf the net at super fast speeds or send emails, and make or receive phone calls at the same time.

Can I use my existing email account with Rapid?

Rapid works with all web-based email services (Hotmail, Gmail, Jerseymail). POP3 Jerseymail access is also available via Rapid (see www.jerseyinsight.com for details). Please note that some email account providers restrict POP3 email access to their own IP address ranges which means that Rapid may not work with an existing POP3 email account. If you are unsure, or require more information, please check with your current email provider.

What will I need to get Rapid?

You'll need to have an existing working telephone line at the premises where you require Rapid, or apply for telephone service. You will need a suitable ADSL modem for your PC, laptop or Apple Mac†. Your choice of modem will depend on the specification of your computer. Modems are available from our shop but you will need to check the operating system on your computer before purchasing. Compatible operating systems include Windows 98, 98SE, 2000, ME & XP, Macintosh OS8.x, OS9.x & OSX.x. Please note Windows 95 and NT are not supported. Some Windows '98 users may need to upgrade their operating system to be able to install an ADSL modem.

To ensure your choice of modem supports your equipment, and to check it is broadband capable, please contact your PC/laptop supplier.

How do I apply for Rapid?

There are several ways to apply for Rapid:

- 1) If you are already a Jersey Telecom fixed line account holder you can contact us on Freefone 0800 735 2500 and add the service to your account over the phone! Please have your account number ready when you call.
- 2) Alternatively, please complete the Rapid application form which is available from our shop, from our website www.jerseytelecom.com or by calling us on Freefone 0800 735 2500.
- 3) You can also connect to Rapid at any of the following Rapid dealer outlets which are detailed in the section titled 'Applying for Rapid'.

* The 2048Kbit/s download speed quoted is based on the maximum capability of your landline which is subject to line length, condition and noise interference.

† If you use an Apple Mac, please check prior to purchase that the modem is compatible with Apple Macs.

JustConnect

Dial-up Internet access

JustConnect is our dial-up Internet service which offers connection speeds of up 128Kbit/s (depending on your modem). JustConnect is Jersey's only subscription-free Internet service, which means you don't pay any monthly subscription fee, you just pay for the time that you actually spend online.

In addition, if you combine JustConnect with one of our great fixed line tariffs, you can make some great savings. The table below gives some examples of how you can combine our services to get online and save money!

Tariff package	Monthly rental for tariff	Monthly subscription for JustConnect	Daytime call charge	Evening and weekend call charges
CoreLine	£10.96	FREE	2p per minute	1p per minute
HomeStyle	£14.84	Free	1p per minute	1p per minute
NetSpan	£18.87	FREE	1p per minute	FREE
DayWeb	£33.91	FREE	FREE	FREE
FlexiLine [†]	£31.98	FREE	1p per minute ^{††}	FREE
FastLine [†]	£20.28	FREE	1p per minute ^{††}	1p per minute ^{††}

[†] High speed service offering a maximum data transfer speed of 128Kbit/s when using two channels

^{††} Call charge per 64Kbit/s channel. FlexiLine and FastLine offer a maximum of two channels

Signing up to JustConnect is easy! If you already have Internet access, simply visit www.jerseytelecom.com/justconnect and follow the simple sign-up procedure. Alternatively, please call us on Freefone 0800 735 2500 and we'll send you some straightforward instructions that will have you surfing in no time!