

Your Ogi Service Description

Ogi 150 / Ogi 200 / Ogi 300 / Ogi 400 /
Ogi 500 / Ogi 900 / Ogi 1Gig Home Fibre
Broadband Services





Welcome to Ogi.

We're really pleased that you've chosen one of our Ogi home fibre broadband 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 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 connecting you to our service, and to making you part of our Ogi community. We hope that our full fibre broadband makes a real difference to your day-to-day life and opens up opportunities for you and those you might share your home with.

Thank you again for choosing Ogi.

Let's get started.



Service Description

This Service Description explains everything you need to know about your Ogi home fibre broadband service: Ogi 150, Ogi 200, Ogi 300, Ogi 400, Ogi 500, Ogi 900 or Ogi 1Gig

This is just about your broadband package, so if you've also signed-up for an Ogi Voice service, that Service Description can be found by visiting www.ogi.wales/terms.

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.

Your Ogi Service

Summary

Ogi 150, Ogi 200, Ogi 300, Ogi 400, Ogi 500, Ogi 900 and Ogi 1Gig are the full fibre broadband to the premises services we offer based on our own fibre network.

Service Availability

This is a service that is delivered over Ogi's own built fibre network so it is available to customers in Ogi full fibre communities.

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.

Contract Term

Ogi 150, Ogi 200, Ogi 300, Ogi 400, Ogi 500, Ogi 900 and Ogi 1Gig services are offered as 12 and 24 month contracts.

Installation fees and monthly charges will vary depending on the duration of your contract with us. Please read our Price Guide for more details.

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 the rolling contract price. We'll then get in touch with you every year to let you know about the best Ogi prices available to you in your area.

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 specified 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 billing@ogi.wales or **029 2002 8149**.

For help to understand your bill please go to ogi.wales/help.



Ogi Customer Care

Customers can contact Ogi by phone, email, webform and letter.

Phone

029 2002 0550

www.ogi.wales/contact

Letter

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

We're here Monday to Friday,
8am-6pm and on Saturday
9.00am-5.00pm.

You can of course contact us at other times, at your convenience, and we'll 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 2 working days.

It's also worth knowing that our Network Operations team monitors the network for issues 24/7, dealing with known problems straight away; so even if the Customer Care team isn't available, Ogi Engineers will still be busy repairing any issues we spot.

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 then 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 completing the form at ogi.wales/contact or by 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're moving house, you may be able to migrate your service over to a new address to minimise the hassle and 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.

If you don't choose to take-up a new package from us or if we are not able to provide you with a service at your new property, our standard terms for ceasing a service will apply.

You may be charged an installation fee for a new connection at your new address.

Please get in touch with sales@ogi.wales or phone **029 2002 0520** to find out more.



Connecting your devices

Further hints and tips can be found at www.ogi.wales/help

Installing your service

The installation will be completed by Ogi Engineers, or a company representing Ogi. They will also install your CPE (Customer Premises Equipment – or your Optical Network Terminal (ONT) and router/s.), including the wifi router/s that will help distribute your connection around your house. Please note that there may be limits to where your CPE can be placed.

The wifi router/s is/are included as part of your Ogi package, but you can also choose to use your existing wifi router/s if you'd prefer to do so.

We offer two types of installation:

- Ogi Standard Installation
- Enhanced Ogi Installation. This is free unless requested by you, when it may come at an additional cost.

We'll discuss your installation needs with you when we take your order and, in some instances, we may need to organise a pre-installation visit to discuss arrangements with you in more detail. If you choose to request a post-installation visit from the team, this may come at an additional cost. Please see our Price Guide for all the details.

Ogi will remind you of your installation time: there may be a penalty for us if we miss you, or a charge for you if aren't at home as planned.

Find out more about the installation process at [ogi.wales](http://www.ogi.wales).

If your premises has already been connected

If you've equipment that has already been installed by Ogi, we are likely to still undertake an installation visit to check that all your CPE is working as expected.

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 maybe charged.

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

Your Customer Premises Equipment (CPE)

Your Customer Premises Equipment include an Optical Network Terminal (ONT) and your wifi router/s.

Your CPE will be supplied and installed by Ogi and remains the property of Ogi throughout your contract with us.

The ONT and router/s will need standard plug sockets. These should be within 1 metre of your equipment.

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.

If you've chosen to use your own wifi router/s instead of Ogi partner wifi router/s, we'll only be responsible for supporting our service up to the ONT. This is the Wires Only service mentioned in more detail below, which must be selected at point of sale. We'll offer an Ogi Eco Voucher as a thank you to customers choosing a Wires Only service, as it's kinder to the environment.



Double up

You've the option to double your upload speeds on the Ogi 150, Ogi 200, Ogi 300, Ogi 400 and Ogi 500 packages for an additional monthly fee.

Returning your router/s to Ogi

- Your CPE – including your ONT and router/s – 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 router/s 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 kit to us to recycle. You'll be charged if you do not return the router/s. Please read our Price Guide to find out more.

The Speed of your Ogi 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 achievable 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 speed you can expect to receive during peak time is around half your advertised speed. We are not able to guarantee a minimum upload speed to home customers.

Here's a summary of the speed you can expect to receive from us:

	Average Download Speed* at Peak Times	Minimum Download Speed at Peak Times	Average Upload Speed* at Peak Times
Ogi 150	150 Mbps	75 Mbps	15 Mbps
Ogi 200	200 Mbps	100 Mbps	20 Mbps
Ogi 300	300 Mbps	150 Mbps	30 Mbps
Ogi 400	400 Mbps	200 Mbps	40 Mbps
Ogi 500	500 Mbps	250 Mbps	50 Mbps
Ogi 900	900 Mbps	450 Mbps	90 Mbps
Ogi 1Gig	900 Mbps	450 Mbps	90 Mbps

**Achievable for at least 50% of our customers.*

We constantly check and optimise the Ogi network, but you can also test your own speed 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.

If you're an Ogi 150, Ogi 200 Ogi 300, Ogi 400 and Ogi 500 customer you can choose to Double Up your upload speed for an additional monthly fee. Ogi 900 and Ogi 1Gig customers can opt to Super Up their upload speeds to a symmetrical service – that means a service where your upload speed is equal to your download speed – for an additional fee:

	Average Upload Speed at Peak Times	Upload Double Up Speed	Upload Super Up Speed
Ogi 150	15 Mbps	30 Mbps	
Ogi 200	20 Mbps	40 Mbps	
Ogi 300	30 Mbps	60 Mbps	

	Average Upload Speed at Peak Times	Upload Double Up Speed	Upload Super Up Speed
Ogi 400	40 Mbps	80 Mbps	
Ogi 500	50 Mbps	100 Mbps	
Ogi 900	90 Mbps		900 Mbps
Ogi 1Gig	90 Mbps		900 Mbps

Faults

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

Faults on our network

- If the issue is due to a fault on our network, Ogi will aim to resolve the matter as outlined above and in your Terms and Conditions.
- We'll send Ogi Engineers to investigate, if necessary, but if Ogi Engineers are called out and no fault is found, a call-out charge may be levied. Read the Price Guide to find out more.

Faults with your CPE, including your wifi 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 visit the Price Guide for more information.
- 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 chosen to use your own wifi router/s, we can only be responsible for the connection to the ONT.
- If you've damaged the ONT or the fibre connection itself in any way, and we need to organise for a visit from an Ogi Engineer 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.

Some faults and issues will have nothing to do with Ogi's network or the CPE we've supplied to you. The issue might be to do with internet issues elsewhere, or with some of your own home devices, for instance. Visit ogi.wales to find out more.

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

If you experience a fault with our 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 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 www.ogi.wales/help

Service Options

Wires Only

If you don't want to receive a wifi router/s from us for any reason, you can choose a Wires Only service.

This will include a fibre broadband service that terminates at your Optical Network Terminal.

Because wifi router/s are a standard part of our Ogi package cost, the monthly fee charged to you'll be our standard rate for that service.

We won't provide your router/s, but you'll get an Ogi Eco Voucher from us as a thank you for minimising the need for hardware, as it's kinder to the environment. We won't take responsibility for the performance of your router/s in this instance.

A Wires Only service can only be taken at the beginning of a new contract period.

If you've previously received a wifi router from us, you'll need to return this to us in full working condition at the end of your existing contract or a charge will be made for unreturned equipment. Please read our Price Guide for more information.

If you'd like to upgrade from a Wires Only service, you'll need to start a new contract term with Ogi.

Add-ons

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

Please refer to the Price Guide for more information.

Upgrades and Downgrades

If you would like to upgrade or downgrade the speed of your service from us, please contact sales@ogi.wales or phone **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 and you'll stay within your existing contract term.
- 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 the Ogi 150 package to Ogi 300 or Ogi 900 for example, 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

- You can't downgrade within the first 12 months of your contract. After 12 months you can downgrade your service, entering a new contract period; or for the remaining contract period. If you're on a 24-month contract, then you can only downgrade from month 13 onwards.
- No admin fee is charged but you may incur additional fees as we may need to send you new equipment.
- You may also need to return your existing CPE to us.

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, 8.00am–6.00pm
and on Saturday 9.00am–5.00pm
029 2002 0550
www.ogi.wales/contact

Something not up to scratch?

www.ogi.wales/complaints

Llinell Gymraeg

Adborth, cais neu problem?

Rho wybod i ni trwy gyfrwng y Gymraeg:

Dydd Llun i Gwener, 8.00am–6.00pm
ac ar dydd Sadwrn 9.00am–5.00pm
029 2002 3200
www.ogi.cymru/cysylltu

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