

## ***What we Provide***

TVSB aims to provide a continuous service. As well as the links within our area, this relies on our external link to the Internet, which is contracted with a third party.

TVSB will maintain the connection as far as the Interface Point which will have been pointed out to you at installation. TVSB is able to monitor the status of the service as far as that point provided you leave the power to it switched on.

## ***Your Responsibilities***

You are now a Member of Abthorpe Broadband Association Limited and have agreed to its Terms and Conditions. In particular, you should give everyone their fair share of the capacity of the system and you must not use it for any illegal or immoral purpose.

The equipment at your premises is your property and should be covered by your own insurance. Please do not interfere with it or move it. If there is any problem with it, please contact TVSB.

## ***Payment***

Please pay through the Member's page on [www.tovevalley.com](http://www.tovevalley.com). Your Membership ID and password were selected when you registered. Log in to your account and select the My Account tab. Payment can be made by PayPal, credit card or bank transfer.

## ***Email***

Whether you can continue to use your existing email depends on who provides the service. Web-based services (e.g. Hotmail, Gmail) will operate as before but some service providers, e.g. BT, may either close the address or ask for an additional charge to allow you to continue to use it.

If you have TVSB email addresses you can use a PC application such as Windows LiveMail, Outlook, etc. to send and receive emails. The configuration in your device is described at [www.tovevalley.com](http://www.tovevalley.com) under the Members tab.

You can also access your TVSB email via WebMail – go to [webmail.abthorpe.net](http://webmail.abthorpe.net) or [webmail.tovevalley.net](http://webmail.tovevalley.net) and enter your username (e.g. [an.other@wappenham](mailto:an.other@wappenham) – don't include '.net') and your password. Check occasionally that you have not used up all the space – you can do this when you log on to WebMail. Create space by clearing the Deleted Items folder and making sure not too many messages are held in the Inbox.

## ***If a Problem Arises***

TVSB will be happy to help if you have a problem. Please remember that support is provided by volunteers.

Following these steps can help to solve problems yourself.

## ***No Internet Connection***

If you have lost Internet connection completely, the fault could either be inside your house or it could be in the TVSB network. First check your own equipment :

- Shut down your computer.
- Disconnect the power supply from the Interface Point and your router, if you have one. Do this by switching off the power at the socket or removing the plug.
- Switch your computer back on.

When the computer has completely restarted, switch the power back on to the Interface Point and then the router.

Does it work now? Yes? Great. If not, call the TVSB Support Line described on the back page.

If the external unit or its power supply fails and the fault is due to a manufacturer's defect, TVSB will replace it.

## ***Difficulty Accessing Internet Sites***

If you have difficulty with one or more Internet sites, try other sites, e.g. [www.google.com](http://www.google.com), to check that there is a connection to the Internet. If the problem exists with only some sites, it is likely that the fault will clear in time but if it persists for several hours, contact TVSB.

## ***TVSB Support Line***

Call the TVSB Support Line on **08432 898 350** if you have no Internet connection.

When you call, you will hear a recorded message which will tell you if there is a fault that we are already aware of. We will try to tell you when it will be fixed.

If we are not aware of your problem, please leave a message describing it. This will be forwarded immediately to members of the support team. We aim to deal with any significant faults as soon as possible.

If you want more advice, for instance on how to connect a new device, have a look at the Frequently Asked Questions page on the web site. If you cannot find what you want, email [tvbsupport@tovevalley.net](mailto:tvbsupport@tovevalley.net)

Your TVSB username \_\_\_\_\_

Password \_\_\_\_\_

## ***About Tove Valley Superfast Broadband***

Tove Valley Superfast Broadband is a co-operative venture operated by volunteers. We will do our best to offer service comparable with commercial operators.

New members are always welcome, so please spread the work and ask anyone interested to visit :

[www.tovevalley.com](http://www.tovevalley.com)



## **Tove Valley Superfast Broadband**

## **Member's Guide**

Welcome to Tove Valley Superfast Broadband. We hope that you will enjoy the service provided and will benefit from the great speed it offers.

Please keep this Guide safe for future reference.

Tove Valley Superfast Broadband is operated by Abthorpe Broadband Association, a Not for Profit Company

[www.tovevalley.com](http://www.tovevalley.com)