

Vfast Frequently Asked Questions



1. INTRODUCTION

Here in our **Vfast** support team we often get asked valuable questions by our **Vfast** customers. These questions vary from "**How do I check my router is working**", to "**Why do I hear an echo on my phone?**" This got us thinking that our **Vfast** customers may want somewhere to browse the answers to some of these questions. Remember if you cannot find what you are looking for here just click on the link on our **Vfast** support pages and contact us in support, we always love to hear from you!

2. Why do you have an install fee for the Vfast WiMAX Service?

With a connection from **Vfast**, we have to install an antenna on your property to be able to provide service to you. This is in comparison to other services such as ADSL where your phone line is already there. We are effectively building the network as we go along and installing the antenna is the equivalent of installing a new phone line if you were to order ADSL. Although we charge, the service is heavily subsidised by ourselves as we aim to keep costs as reasonable as possible. It is worth bearing in mind that quite often, **Vfast** are providing a service in areas where other providers have been unable, or unwilling, to do so and the technology we use is expensive in comparison. We find that most people agree with us that the initial install cost is more than outweighed by the positives that a **Vfast** connection will bring!

3. Vfast connections are popular because of the upload speeds, why is this?

As always with technology, things march along rapidly. Whereas in the past upload speeds were not regarded to be significantly important, they are so today. This is because there are many services such as Cloud services, backup services, video calling etc. that all require a good quality and fast upload speed to send the data; modern cameras as an example produce images with much larger files than in the past, so sending a few photos to family or friends will mean a much larger email size. With **Vfast**, our upload speeds are much quicker than standard ADSL services (2Mbps with Airfibre Max and 10Mbps with Airfibre Ultimate), so doing all of these things will be much quicker!! Once you have used a connection with higher upload speeds, you will not want to go back!

4. Your service is wireless - does this mean that other people can use my connection?

No, not at all. The service we provide you is transmitted wirelessly to an outdoor unit mounted on your property and works on a completely different frequency to that of the wireless home network, such as a wireless router. In addition, our wireless connection to your property is fully secured using 128-bit AES encryption. The common mistake is to associate the vulnerability of household wireless routers (as sometimes seen in the news) with our wireless connection, but this is not the case at all.

5. Will I get wireless connectivity throughout my home with your service?

Our wireless service is wireless in respect of how connectivity is provided to your property; it does not refer to a home wireless network where a connection is available throughout the inside of the property. This does not mean you cannot have a wireless home network however. All you will need is a compatible wireless router in your house. We can provide these fully configured; contact us for details and remember to check out our 'Ways to Boost Your Wi-Fi Signal' guide which can be found on our [Vfast Support Trouble Shooting](#) web page.

6. What are your charges for service calls?

There are two levels of service call, £36 and £72 (both including VAT). It depends on the type of job that needs doing, but we can advise of the likely cost at the time.

7. I have an ADSL router - will this be compatible with your service?

ADSL routers are unfortunately not be compatible with our service. The ADSL router has an input for a phone line rather than an Ethernet cable, which is what we use. You will need a cable router instead of an ADSL router. We supply cable routers, fully configured, FREE on the day of installation.

8. Do I need to install software on my computer(s) to use your service?

No, not at all.

9. If I use your service, can i keep my old email accounts?

As long as your existing email provider allows this, then you can continue to use third party email accounts as a [Vfast](#) customer. You will need to make some simple changes to your email settings within your mail client (in order for it to authenticate through our mail servers) – for help or advice, see our support guides or call [Vfast Technical Support](#).

10. Does the weather affect the connection?

In 99% of cases, your connection will be unaffected by the weather. There is a common misconception that because satellite signals can deteriorate during bad weather, ours will too.

This is not the case. Wind, Rain, Fog or Snow does not normally worry the outdoor antennas! In extreme weather conditions where there is a loss of power or severe gale force winds, this may affect service but this is highly unlikely.

11. Do you offer a 'self install' service?

Unfortunately, we do not allow self installs. This is because experience has told us it is a bad idea! The principle is simple, but each self install we have allowed has required a chargeable service call to rectify problems – most commonly to improve signal by facing the unit in the correct direction. It has proven more cost effective to customers and ourselves in the long run for us to do all installation work. As well as our engineers knowing where all our repeaters are, to get you the best signal, they will also make sure that the connection is set up and working before they leave.

12. What are your office hours?

Our support office hours are Monday to Friday 8am–8pm, and Saturday 8am–6pm. Our accounts office hours are Monday to Thursday 9am–5.30pm. We also have an online support page where you can log a support ticket 24/7 (www.vfast.co.uk/support-contact). We aim to answer and solve the majority of problems within 24 hours; out of hours' requests are dealt with the next working day. In addition, the entire network is monitored 24/7/365 and all of our senior network engineers have emails and text messages sent to them in the event of a network outage.

13. You do not have coverage in my area, will you be expanding?

Yes, quite possibly. Vfast are looking to expand all the time and while we might not have service in your area at present, you are more than welcome to request service by contacting us online (www.vfast.co.uk/support-contact). As with any business, we need customers before we can provide a service that is commercially viable, so the more interest we get for a particular area, the quicker we will be able to get there!

14. Is there a minimum contract?

Yes, there is currently a minimum 12-month contract for all new customers.

15. I am moving house - can I keep your service?

We certainly hope so! As long as you are moving somewhere within our coverage area we can install new equipment to your new house. Details around moving premises and associated costs can be found in our Terms & Conditions (<http://www.vfast.co.uk/terms-conditions>).

16. Do you provide anti-virus and spyware protection for my computer(s)?

We do not provide software to do this, that bit is down to you as we are not responsible for your home network. We do however recommend AdAware to deal with spyware and AVG anti-virus to deal with viruses – both programs are available free to download from the internet. Our email servers are filtered using Mailscanner services to limit the amount of spam and viruses - but we still recommend using additional software for peace of mind.

17. How do I set up a new or additional email address with you?

Guides to setting up Vfast email accounts with various email applications can be found on our Vfast Support web page (<http://www.vfast.co.uk/vfast-support-getting-started/>). If you are requesting an additional Vfast email address just give us a call and we can set one up for you.

18. I have forgotten my email and/or connection details - what do I do?

Just get in touch during office hours and we will provide you with all the details you need. If you have lost the original documentation provided at the time of installation, it is a good idea to request another copy of this as the out of hours' team will be unable to access the relevant information.

19. I am having technical problems - what should I do?

There are a number of connection troubleshooting guides, and other support guides, available our support section. We recommend all customers download and save a copy of these. If you are still having problems, give our technical support team a call on 0845 121 1257 (opt 2) and someone will be happy to help.

Our Support Office hours are Monday - Friday, 8am - 8pm, and Saturday 8am - 6pm. Major incidents such as network outages are dealt with immediately by the on-duty engineers, all other incidents are dealt with the next working day.

20. How do you deal with cases of copyright infringement?

All our customers can be identified by their unique IP address which is assigned via their PPPoE session. If an IP address has been flagged for downloading and/or sharing copyright protected material we, as the service provider, will receive a notification email from a third party. This will provide all details of the infringement including the IP address, date, time and the material that has been shared and/or downloaded. The notification also includes any details of actions that are to be taken. We will then be able to identify the client from the IP address and notify them accordingly. The first time this happens it generally means that we will advise the client of the breach of our Acceptable Use Policy and recommend that steps are taken to stop this from happening again. Repeat breaches can incur a suspension or termination of the connection.