

# Your Plusnet handbook



  
**plusnet**  
We'll do you proud

# Hi, welcome to Plusnet

Getting your broadband up and running should be pretty straightforward.

Just so you know exactly what to expect, it's well worth reading this handbook. We've based it on the experiences of other new Plusnet customers. So, we hope it'll give you lots of useful information, as well as showing you where to look if you'd like to find out more.

Of course, our UK based, award-winning customer Support Team is always here to help if you need us.

Happy browsing!



**Lisa Hardie**

**Head of Customer Service**

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# Before you're up and running...

## Your activation date

How long it takes to activate your services depends on what you've ordered and what services you already have:

- **Switching from another provider:** will take a minimum of 10 full working days
- **If you need an engineer to install the service:** we'll arrange the appointment to install the service on the earliest available date

We'll email you (and text you if we have your number) with your activation date once your order is placed. If you need an engineer to install the service, your appointment date will be your activation date for all services.

If we need to speak to you about your order, we'll contact you through the details stored on your account.

To check or change your contact details, log in (see below for help) to [www.plus.net/mydetails](http://www.plus.net/mydetails) and follow the on-screen instructions.

## Logging in to your online account

You'll need your Account Username and Password to log in. You chose these when you signed up.

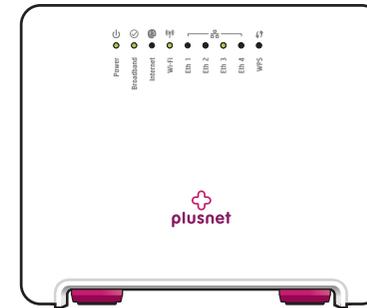
If you need a reminder of your Account Username, you'll find it in the emails we sent after you signed up.

And if you need a Password reminder, go to [www.plus.net/forgotpassword](http://www.plus.net/forgotpassword) and follow the on-screen instructions.

## Setting up your Plusnet router

If you've ordered a Plusnet router, it should arrive a day or two before your broadband activation date.

**Please wait until we've confirmed that your broadband is ready to use before setting up your router.**



Our routers come with everything you need to get started. Just follow the simple step-by-step booklet included with your router.

## If you're not using a Plusnet router...

You'll need the connection settings shown on [page 13](#) to get set up.

Want to use a router from another broadband provider? Be aware that most providers lock routers to their network so you may not be able to use it.

If you need a Plusnet router, contact our Support Team and we'll arrange to send you one, subject to the same terms offered to new customers.



# Your broadband speed

## Your speed estimate

Your speed should be close to the estimate we gave when you signed up. If you want to check this, it'll be in your **Welcome to Plusnet** email.

We'll also send a reminder two weeks after your service is activated, comparing your estimate to the actual speed you're getting.

## During your first 10 days

We'll check your service to find out the fastest stable speed that your line can support.

As we do this, your speed will go up and down and you may occasionally lose your connection. Don't worry, it'll come back straightaway.

After 10 days, your line will settle down and your speed should become more consistent. Small changes in speed are normal and nothing to worry about.

## If your speed isn't what you were expecting

There are a number of things that can affect your speed. These include:

- The quality and length of your line from the exchange to your home
- Bad weather and electrical interference
- Problems with your phone line
- Where you put your router
- How often you switch your equipment off

You can avoid most problems by following the speed tips on our website. See the link on the right to find out more.

## Plusnet Fibre

Traditionally, broadband speed has been limited by the telephone network it's supplied on. The longer the line (between the exchange and your home), the slower your broadband will be.

That's because the telephone network was originally designed to carry phone calls, rather than broadband data.

With Plusnet Fibre, new fibre optic cables designed to carry huge amounts of data supply the broadband signal, so distance from the exchange is no longer a problem.

## What this means for you

With fibre optic technology we can offer super-fast speeds, far higher than standard broadband.

And it's not just about speed - Plusnet Fibre means you can do so much more online.

Whether it's gaming, streaming video or downloading music, Plusnet Fibre means your whole household can go online at the same time, without slowing each other down or having to wait for someone else to finish what they're doing.



## Find out more about broadband speed

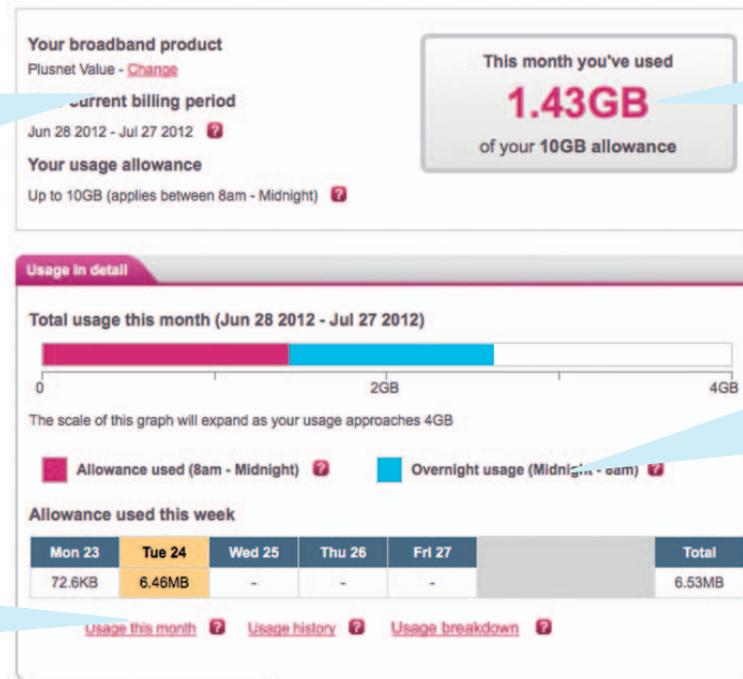
For more about broadband speeds and tips to help you get the best out of your broadband, see [www.plus.net/speedhelp](http://www.plus.net/speedhelp)



# Keeping track of your broadband usage

Checking your usage is easy. Just log in to [www.plus.net/usage](http://www.plus.net/usage) and you'll see the following information:

- Your broadband product
- Your billing period (the time your usage allowance applies to)
- Your usage allowance and when it applies (usage doesn't count towards your allowance between midnight and 8am)



How much of your allowance you've used (so far) during your current billing period.

- Usage this month: a daily breakdown of usage in your current billing period
- Usage history: your total usage for each of the last 3 billing periods
- Usage breakdown: see how you've used your broadband in the current billing period

This graph shows your usage in your current billing period.

The pink bar shows how much of your allowance you've used in your current billing period. The blue bar shows how much of your usage is free usage (between midnight and 8am).

Below that you'll see your usage for each day of the current week.

## What counts towards your usage allowance?

Any use of your broadband connection (downloads and uploads) between 8am and midnight counts towards your usage allowance.

That includes streaming services and sites (e.g. BBC iPlayer, YouTube, Spotify), online gaming (e.g. XBOX Live, PSN, Steam), as well as the more traditional ways of using broadband (e.g. web browsing, email, etc).

## If you go over your allowance...

An extra 5GB will be added to your allowance for the month. This costs £5 (which will be added to your next bill). You can control how much extra usage is added, by logging in to [www.plus.net/manageusage](http://www.plus.net/manageusage) and following the on-screen instructions.

Don't forget that usage between midnight and 8am is completely free and doesn't count towards your allowance. This is a good time to make larger downloads.



# Using your Plusnet email

## How to get a Plusnet email address

If you didn't choose a Plusnet email address when you signed up:

- Go to [www.plus.net/email](http://www.plus.net/email) and log in
- Click **Manage My Mail**
- Follow the on-screen instructions

It'll take a few hours and once it's ready we'll send an email to your current contact address to confirm:

- Your new Plusnet address
- The **Email Username and Password** for the new address
- Information about how to set up your Plusnet Email address on your computer and other devices

## Need more email addresses?

Once you've registered your address, you can add as many email addresses as you need. Just follow these steps:

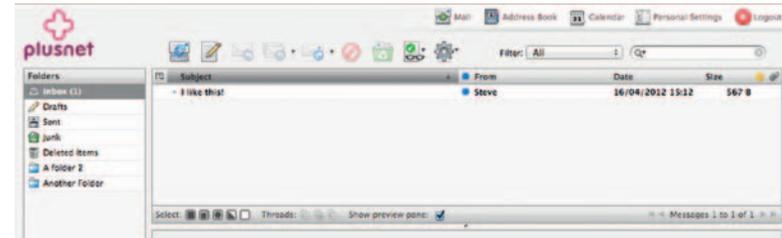
- Log in to [www.plus.net/email](http://www.plus.net/email)
- Select **Manage My Mail**
- Click **Create New Email Address**
- Follow the on-screen instructions.

You'll need to choose whether your new address is a separate mailbox with a password or a forwarding address that redirects mail to another address of your choosing.

Adding a new email address takes about half an hour. We'll send an email to your contact address to let you know when it's ready.

## Check your email anywhere with Plusnet Webmail

Plusnet Webmail gives you the convenience of sending and receiving email wherever you are. All you need is an Internet connection.



To get started, log in to [www.plus.net/webmail](http://www.plus.net/webmail) with the username and password for the email address you want to check.

## Set up your email on your computer, tablet or smart phone

You can set up your favourite email program (e.g. Outlook, MacMail, Mozilla Thunderbird or Windows Live Mail), smartphone or tablet (iOS, Android, Blackberry etc) to check your Plusnet email.

You'll find settings and step-by-step setup guides for the most popular programs at: [www.plus.net/emailhelp](http://www.plus.net/emailhelp)

## Set up your email with Plusnet Assist

Having problems setting up Outlook or Windows Live Mail? Download Plusnet Assist and it'll help set up your software for you. Find out more on [page 11](#).



# Plusnet Home Phone

We don't just offer award-winning broadband, we also offer home phone packages.

Switching to Plusnet Home Phone is quick and easy and you'll get the convenience of having your broadband and phone on the same bill at a price that's hard to beat.

## How to get Plusnet Home Phone

If you've not yet joined Plusnet, you'll be able to choose a phone package when you sign up.

If you're already with us, go to [www.plus.net/productchange](http://www.plus.net/productchange) and select the phone package you want (you'll be asked if you want to change your broadband package first, just choose 'Keep this product' if you don't want to).

- **Weekends** is included in the line rental price. You'll get inclusive calls at anytime on Saturdays and Sundays
- **Anytime** gives you inclusive calls at all times
- **Anytime International 300** gives you inclusive calls at all times and 300 minutes to selected international destinations

Some call features are included as standard. You can add others for a small monthly fee, find out more at [www.plus.net/phonehelp](http://www.plus.net/phonehelp)

Switching home phone to Plusnet usually takes about a fortnight. Your phone service should carry on working with your current provider until the day of the switch. You should be able to keep your number, but we'll let you know if not.

## Managing your account online

Once your phone line is ready, you can control your account at the Home Phone Control Panel.

To get started go to [www.plus.net/managephone](http://www.plus.net/managephone) and log in.

## Which calls are inclusive?

- Calls to UK landlines (01, 02 and 03 numbers), 0845 and 0870 (not indirect access or dial-up Internet) are inclusive for the first 60 minutes at the times outlined in your call plan
- Calls to other Plusnet Home Phone customers and our Support Team are inclusive at all times on all call plans
- Unless stated in your call plan, mobile, premium rate, international, 0844, 0871, operator and directory enquiries numbers are **not inclusive**

Included calls have a maximum free length of 60 minutes. You can avoid charges by hanging up and re-dialling before the hour's up.

## How we charge for calls

Our call plans share the same tariff for UK landlines, mobiles and international destinations. You can see our tariff at: [www.plus.net/phonetariff](http://www.plus.net/phonetariff)

- Calls are charged for a minimum length of one minute and are rounded up to the next minute
- The set up fee (if applicable) is added
- The total is rounded up to the nearest penny

Some calls may have a fixed-cost element for part or all of the call (e.g. 5p for the first 5 minutes or 25p per call).

## Want to know more about Plusnet Home Phone?

For more on our call plans, features and charges, see [www.plus.net/phonehelp](http://www.plus.net/phonehelp)



# Understanding your bill

## Your billing date

We'll bill you at the same time each month. This will start on the day that your first Plusnet service was activated.

If you've taken broadband and phone together, it's likely that the activation dates will be different. Rather than bill you twice a month, we'll make an adjustment to cover the difference between the two dates when both are ready.

You'll see this as a one-off charge or a credit on your next bill (depending on how the dates work out). After that you'll be billed for all your services on the same day each month.

## How to pay

- For regular payments: we'd rather you paid monthly bills by Direct Debit. You can pay by card for an additional charge of £1.50 a month
- For one-off payments, we only accept credit and debit cards

With Direct Debit you won't have to worry about updating your details if you get a new bank card or confirming regular payments - everything happens automatically.

## Managing your payment details

Changing or updating your payment details is easy. Go to [www.plus.net/mypayment](http://www.plus.net/mypayment) log in and follow the on-screen instructions.

If you have Direct Debit and card details stored on your account, we'd always take payment from the Direct Debit if it's active. A Direct Debit can take up to a week to set up so bear this in mind if you've only just added or updated one.

## Checking your bill

Log in to [www.plus.net/mybill](http://www.plus.net/mybill)

Each line of the table shows a separate payment. Click an invoice number to see a full breakdown of that payment (see **your bill in detail** below for more information).

If you have Plusnet Home Phone (see **page 7** for more on this) you can see fully itemised call charges by logging in to [www.plus.net/phonebill](http://www.plus.net/phonebill) and choosing a time period from the list.

## Your bill in detail

On each bill you'll see some (or all) of the following items. All services are charged in advance unless stated otherwise.

Everyone will see:	Home Phone customers will also see:
<ul style="list-style-type: none"><li>• Your broadband package</li><li>• Additional usage (if applicable)*</li><li>• Add-Ons (if applicable)</li></ul>	<ul style="list-style-type: none"><li>• Line rental</li><li>• Your call plan</li><li>• Call charges (if applicable)*</li><li>• Call features (if applicable)</li></ul>

\* Additional usage and call charges are charged in arrears.

## If you have any questions about your bill

Please see our billing guide at [www.plus.net/billhelp](http://www.plus.net/billhelp) or contact our Support Team (see **page 10**).



# Where to find help

If you can get online, you should be able to find what you need in our Help & Support section.

To get there, go to [www.plus.net/help](http://www.plus.net/help), or simply click the Help & Support link shown at the top of every page on our website.

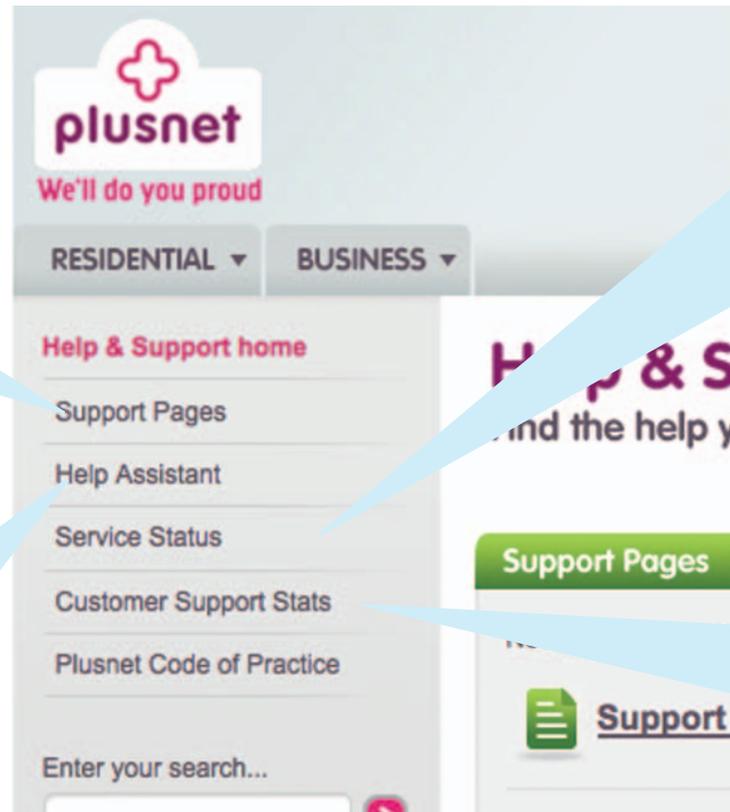
## Support Pages

This is our online library of guides and FAQs. You'll find information on all aspects of your Plusnet service. Browse through the different topics, or search to find what you're after.

## The Help Assistant

Want to ask us a question? The Help Assistant might save you a phone call.

If we have the answer on our website it'll show you where to look, or you can send a message directly to our Support Team.



## Service Status

If a problem affects a large number of our customers, we'll announce details about it here and post regular updates until it's fixed.

Having connection problems? Call our Broadband Service Status line: 0800 917 6714

## Customer Support Stats

Our support stats show when the best time is to contact our Support Team.

You can see our call volumes over the last 24 hours, how many people are waiting right now, how long they've been waiting and how quickly we're responding to messages sent through the Help Assistant.



# How to get in touch

## If your broadband isn't working

The guide that comes with your router contains troubleshooting tips which will help you fix the most common problems. If you can't find it:

- Switch your equipment off and on again
- Make sure all cables and connections are fitted securely

You should also check that your phone line has a clear dial tone without any interference or background noise.

- If it doesn't, give us a call (or call your telephone provider if it's not us) and try your broadband again when it's fixed
- If you can hear a clear dial tone, report the problem to our Support Team

## How to report problems

If you can get online, the **Broadband Troubleshooter** will help you report problems to our Faults Team quickly and easily.

You can use it from any Internet connection (e.g. your smart phone, a friend's broadband connection or at work).

- Log in to <http://faults.plus.net>
- You'll be asked questions about the problem and guided through step-by-step checks of your wiring, sockets and computer equipment
- The Broadband Troubleshooter will then test your line and check for problems in your local area
- If the problem isn't fixed, it will be passed to our Support Team for further investigation

If you can't get online, call our Support Team (see the numbers on the right).

## Contacting us online

Want online help? You can use the Help Assistant to contact us.

To get started, log in to <http://help.plus.net> and select the subject that you want to ask us about.

As you type your query, the Help Assistant will search the Plusnet website for related guides and articles. If that doesn't help you can pass your questions to our Support Team.

## Prefer to call?

If you want to call, our friendly UK-based Support Team are always available on:

- **0800 432 0200 - free from landlines**
- **0345 140 0200 - free from mobiles with landline minutes**

To speed things up, have your **Account Username and Password** handy when you call. See [Logging in to your online account on page 3](#) if you're not sure what they are.

0800 numbers are free to call from landlines, but may be chargeable from mobiles. Rates will vary depending on your network and call plan.

0345 numbers are charged at the same rate as landline numbers, including calls from mobile phone networks.

Calls may be recorded for training purposes.



# Plusnet Protect

Plusnet Protect powered by McAfee, is specifically designed to help keep you and your personal details secure online, and help keep you safe from dangers and threats on the Internet.

You can install it on up to 7 Windows PCs or laptops, so you can have the peace of mind that your whole household is protected.

## What does it do?

- **Blocks viruses** - Anti-Virus software stops viruses getting onto your computer, checks there are none already there and removes any it finds
- **Blocks spyware** - Anti-Spyware software stops spyware being installed and removes existing spyware, keeping your data safe
- **Stops hackers** - The firewall stops unauthorised access to your system
- **Identity protection** - Anti-Phishing software protects your identity
- **Protects children** - Parental controls lets you set safe boundaries, so your children can browse the Internet, with offensive content and pictures filtered out

Plusnet Protect works with Internet Explorer and Firefox on Windows XP (32bit), Vista, 7, 8. It's not available for Apple OS X or Linux systems.

Your computer needs at least 256MB RAM 350MB of free hard drive space and a 300MHz processor.

## How to install Plusnet Protect

Go to [www.plus.net/protect](http://www.plus.net/protect) and select the Plusnet Protect Add-On from the list.

We'll email you when it's ready to download.



# Plusnet SafeGuard

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Plusnet SafeGuard helps to block access to inappropriate online material such as; adult content, gambling, violence and the threat of cyber bullying through messaging and social media.

It's included with all our broadband packages - so you can decide what your household can see.

## Switch on and stay in control

Activate SafeGuard when you sign up, or at any time afterwards by visiting your control panel in the Member Centre. Then, just change the settings to the level of protection you need.

## Block unsuitable websites & categories

Stop access to a particular website or for greater control, a range of categories (e.g. adult content, gambling and image sharing). So, when everyone's online you won't need to worry about who's seeing what.

## Allow access to safe websites

Creating a list of safe websites that your household can view is easy. (E.g. you could put a general block on gambling websites, but still allow access to the National Lottery).

## Timed access

Control when to block, not just what to block. Set the hours your household can view everything on the Internet, or when to limit access.

## How to get Plusnet SafeGuard

Simply go to the SafeGuard control panel, switch it on and follow the instructions on screen - <http://portal.plus.net/my-account/safeguard>

# Refer your friends

Refer your friends to Plusnet and we'll give you money off your bill every month for as long as they're with us. We're giving discounts of over £60,000 each month, so why not start to get your share now?

There's no limit to the number of people you can refer and you'll get a bigger discount if they take more than just broadband. Refer enough people and we'll start paying you!

Find out how much you can earn and check how much you're currently saving each month at: <http://referrals.plus.net>

## How to refer someone

It's really easy to refer - all you have to do is tell your friends your Account Username. When they sign up we'll ask who recommended us - make sure they quote your username and you'll start to get your discount after their first bill.

## Other ways to refer

You'll find more ways to refer your friends at <http://referrals.plus.net>



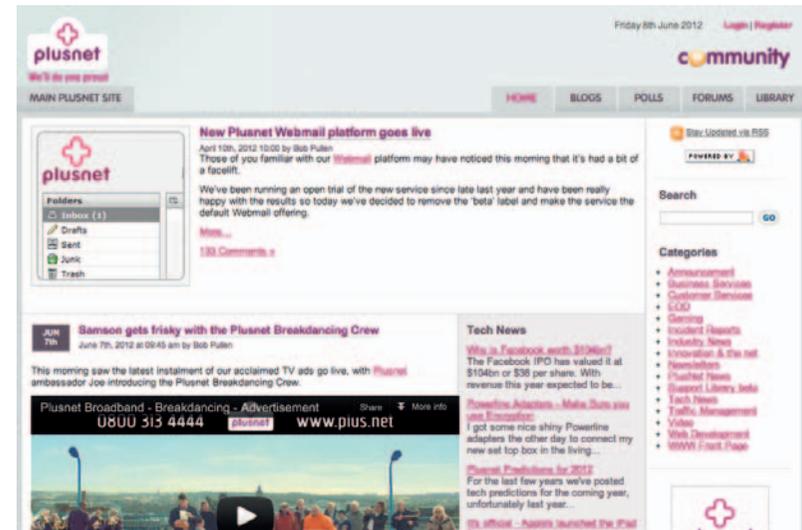
- Create Plusnet links on your Facebook, Twitter, Google+ or LinkedIn pages
- Send emails with Plusnet links to 5 of your friends
- Link to Plusnet from your own website with a referrals banner

Anyone who signs up after clicking one of your links will count as your referral and start earning you money after their first bill.

# Our community

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We're not just a company, we're a community. Have a look around our community site to see what we mean: <http://community.plus.net>.



As well as the latest news about Plusnet and broadband in general, the forums are always handy if you need help. You'll find our staff and customers chatting about loads of subjects and there's a good chance that other customers have asked the same questions as you.

## Social networking

We're big fans of social networking and you can find us on the following sites:

- Twitter - [www.twitter.com/plusnet](http://www.twitter.com/plusnet)
- Facebook - [www.facebook.com/plusnet](http://www.facebook.com/plusnet)
- YouTube - [www.youtube.com/plusnettv](http://www.youtube.com/plusnettv)



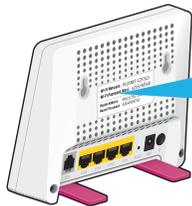
# Advanced router details

## Your Plusnet router's Wi-Fi details

Your Plusnet router is secure. No one can connect to it over Wi-Fi without knowing the Wi-Fi Name (SSID) and Wi-Fi Password (or key).

- The Wi-Fi Name starts with Plusnet
- The Wi-Fi Password will be no more than 10 characters

Not sure what these are? You'll find them printed on the back of your router and the reference card so you'll always have them close to hand.



**Wi-Fi Network:** PLUSNET-C2F3G5  
**Wi-Fi Password (Key):** a2b3c4d5e6

**Router Address:** http://192.168.1.254  
**Router Password:** A3E4F6H7J9

If you need more help with Wi-Fi please see [www.plus.net/wifihelp](http://www.plus.net/wifihelp)

## How to get to your Plusnet router's settings

If you need to access your routers advanced settings:

- Open your web browser and go to **192.168.1.254**



- You'll be asked to log in. Enter **admin** for the username and your router's serial number (printed on the bottom and the included **set-up card**) for the password

Want to find out more about your router? Go to [www.plus.net/routerhelp](http://www.plus.net/routerhelp)

## Connecting with your own router

The names used for the settings below can vary so we've included the most commonly used alternatives.

## Your Broadband Username and Password

Your Broadband Username looks like this: **username@plusdsl.net**

- Replace username with your Account Username
- Force9 customers: replace plusdsl.net with force9.co.uk
- Freeonline customers: replace plusdsl.net with freeonline.net

Your Broadband Password is the same as the one you use to log in to our website.

## Router settings for standard broadband

Setting	Should be
Connection type / Encapsulation	PPPoA / PPP over ATM
Virtual Path Identifier (VPI)	0
Virtual Channel Identifier (VCI)	38
Multiplexing Method	VC Based / VC MUX / VC-Multiplexing

## Router settings for Plusnet Fibre

Setting	Should be
Connection type / Encapsulation	PPPoE / Always on