

Associação de Proprietários da Quinta da Encosta Velha (APQEV) (Quinta da Encosta Velha Owners Association [OA])

Internet Connection – Terms of Service

What we provide to owners:

As a result of the investment in the security cameras around the QEV site the Owners Association (OA) is able to provide, at no additional ongoing cost, high speed internet to QEV properties.

There are a few simple things we need to make you aware of:

- Connection to the network is available to any property which is fully paid-up in all charges payable to the OA
- To connect the property we make a one-off charge which covers installing the cabling into the property, supplying and configuring a suitable router and connecting it to the OA's network
- Once connected there are no on-going charges for internet use
- In the event that a property falls into arrears on any charges due to the OA, we reserve the right to disconnect the service at any time and to levy a re-connection charge once the arrears are cleared
- Although we have built the service to be fast and flexible we cannot guarantee the speed of the service to any particular property. The internet link is shared by all properties and at busy times the speed could be impacted accordingly
- In the event of a failure or technical problems you should inform the Estate Manager at the earliest opportunity. Although we are unable to guarantee how long it will take to fix a problem we have agreements in place with our suppliers to do this in a reasonable time. (Significant internet outages are posted on the "Internet Status" page of the website)
- We cannot be held accountable for any financial or other losses/claims resulting from the unavailability of the connection. If urgent, the Estate Manager may be able to provide a temporary alternative solution at additional cost
- Once the connection to the property is made, you become responsible for the cables within your property and for the router. Any faults in these components should be reported to the Estate Manager. Users should not attempt to reconfigure or otherwise change the settings on the router. We will reconfigure, repair or replace components as required but reserve the right to recover from you any costs incurred.
- Although we have worked with our suppliers to provide the best possible equipment we cannot guarantee full WIFI coverage throughout your property. The way QEV properties are constructed means that a WIFI booster may be required if full coverage is required in all rooms.
- The service provides a direct connection to the internet with no filtering or specific access control. Owners and their guests must take responsibility for all minors using devices connected to the network.
- We would advise all users to ensure they have the necessary security and antivirus software installed on their devices as the service provides no additional protection
- The WIFI provided is for the use of the property to which it is supplied. Access should never be shared with neighbouring properties
- When using this service we would expect all users to respect local and international laws. Under no circumstance can we be held accountable for the activity taken by end users of this service
- Acceptance of these conditions is a prerequisite of the provision of the internet to properties

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