



**Contact details for Heriot Community Broadband.** Please store this information in an address book or on your phone so that it is available it when you need it.

**Administration**

Susie Clark- All enquiries	admin@heriotbroadband.co.uk
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**Website**

Information on our Service with Troubleshooting & Wi-Fi tips	www.heriotbroadband.co.uk
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**Reporting a fault with your connection/Changing your Wi-Fi password**

This is an automated system- Leave your name, contact phone number, router no. and a brief description of the fault. If your connection is down use the landline or text facility. If you don't report it we don't know there is a problem. To change your Wi-Fi password, contact us via the support line with your new password request and we will set this up for you.

Support Landline Answer Phone	0131 564 0086
Text the fault line	07570 741 382
Email	support@bordersonline.net
Follow this link, create an account, then open a support ticket to report a fault	https://helpdesk.bordersonline.net

**Data Usage**

This enables you to track you data usage and so therefore control it and if necessary take steps to reduce it should you go over your data allowance. Your speeds will automatically be reduced until you drop below your data allowance. If you continuously go over your allowance you will be asked to move to the next tariff. Copy this link to your browser favourites so that you have easy access to it

Click on the link to see your data usage	http://my.sdcn.hubs.net.uk/
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**Tariffs**

- 200GB per 30 Days- £25.00
- 350GB per 30 Days- £37.50
- 500GB per 30 days- £50.00 Commercial users
- 1000GB per 30 Days- £75.00

To Increase your tariff contact Susie Clark-Administrator

admin@heriotbroadband.co.uk