

Dolgamedd Caravan Park Internet & Wireless Network

Dolgamedd has recently embarked on improving the incoming internet to the park.

The local area in general has poor broadband connectivity at present. We have compensated for the poor BT services by installing a 4G LTE broadband service which now brings a connectivity speed of 30 Mbps and the upload speed has increased to 5 Mbps.



We must now limit the service to web browsing and emails in order to protect the bandwidth available and of course to attempt to deliver a fair service for those who choose to use it.

The service will automatically block any device that attempts to connect to any form of video browsing. This will include sites such as BBC I Player, Netflix, Apple Face Time, Skype and Sky Catch Up TV. Video streaming / browsing takes up huge chunks of the broadband both inwards and outbound and once again, to protect the integrity of the network, and to enable delivery of a fair service for all, this blocking is necessary. Also note that the network will block all proxy servers and VPN tunnels. These are high bandwidth products or shortcuts to the already blocked services.

We have also had to limit each connection to allow no more than 512 Kbps, **YES** this is quite low, however, for general web browsing and email, you will find that it is more than enough for the basic tasks over the internet and wireless network.

Payment for the Service

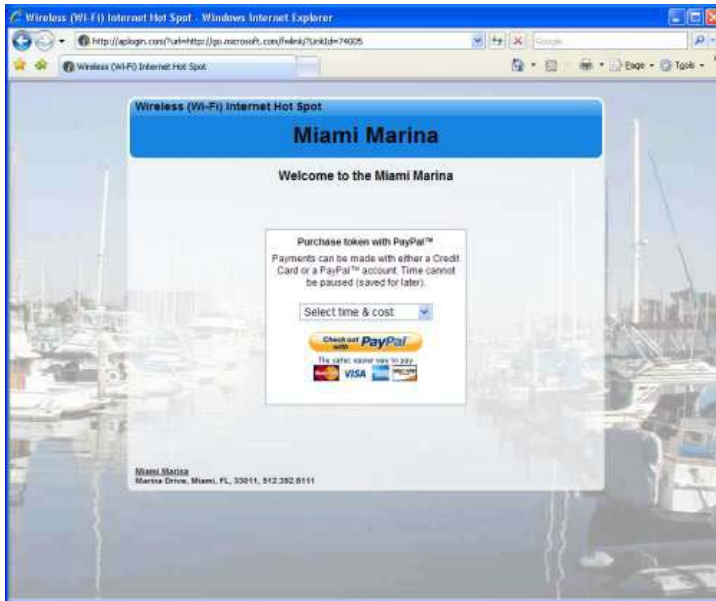
The new network is set up using a token issuing against payments made. The tokens can be purchased as follows:

1.   PayPal gateway, this system will allow users to connect to the **Park wifi** page which is overlaid with a login template, at this point if you see the login template you have already connected to the internet, but the system will not let you move from this position until you have purchased a token.
2. Payment can be either made from your **Existing PayPal** account or via a debit or credit card, the simple to use interface will guide you through the process. You **CANNOT** set up a new PayPal account at this point as you are not fully connected to the internet.
3. During this process a code will be issued, you should retain this code, maybe write it down exactly as seen on screen for future use, until the token expires as per the amount purchased.
The system is set to **one code, one device**, if you purchase a code the system will log the MAC code of the device. When logging on for the first time, the system will compare the MAC and the code, this will be the only device that will work with the code from this point onwards **IT CANNOT BE USED WITH ANY OTHER DEVICE.**

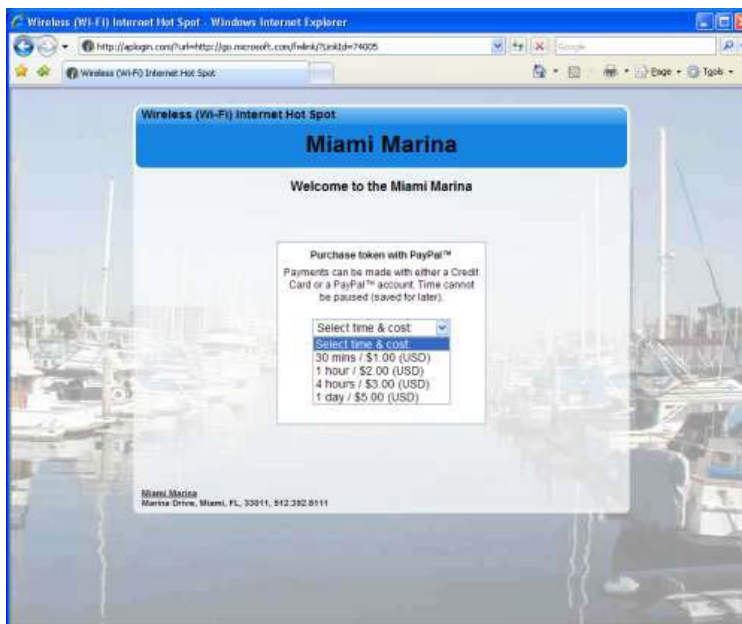
Below shows the three ways of logging on to the network

The First example is to use your existing PayPal account or debit card.

As before, connect to the wifi and open your web browser; the popup box will appear but this time, press the purchase token, using PayPal.



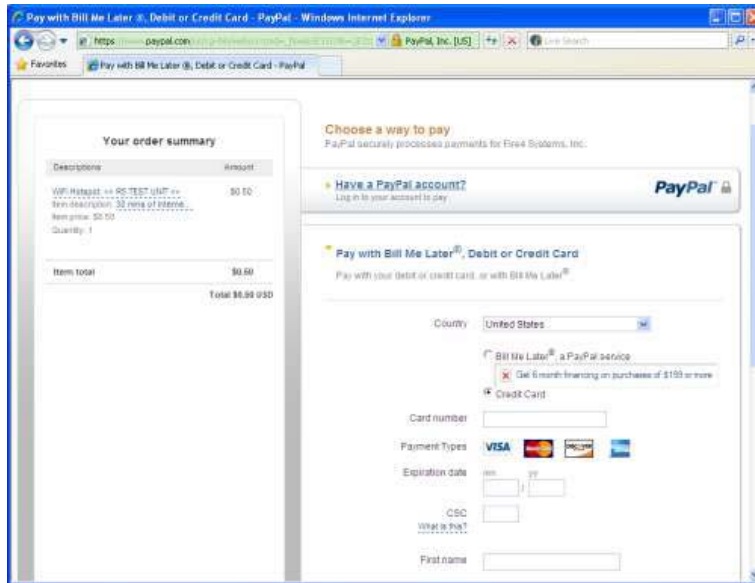
When the PayPal™ button is clicked, a drop down menu is shown to select the time and cost of the Internet access. After the selection is made, then the PayPal™ button is clicked.



The login page drop down menu showing the Internet access options that have been configured.

After the selection is made then the 'Check out with PayPal™' button is clicked. The user then sees the merchants payment page on the PayPal™ web site.

Payment can also be made using a Debit Card or Credit card as shown below.



When the payment is completed, the Wifi gateway displays an access code (**token**) for the user to keep a note so it can be used when moving around the park. A confirmation email is also sent by the Wifi gateway to the users email address. A copy of the transaction information is also sent to the hotspot owner's email address.

We strongly recommend that you take a few moments to read the terms and conditions of the service. The **terms and conditions TAB** can be found on the [PayPal](#) logon screen. Once again, if you can read these terms and conditions you have already done so over the internet.

[PayPal](#) is a worldwide secure payment gateway, no information relating to your credit or debit cards are seen by ourselves nor do we have the opportunity to retain information from your credit / debit cards. We can also confirm that the [PayPal](#) service is fully compliant.

If you get as far as the Dolgamedd Holiday Park log in page you have already been out over the internet so you should have no problems with the service.

Prices

£2 will get you 1GB, £3 – 3GB, and £8 – 10GB.

Service Problems

If this is your first time logging on to the service, we recommend that that you purchase a small amount of data to confirm that the service will deliver the speeds that you need before purchasing larger amounts. Should you find that you are encountering problems with the service you must contact reception within **24 Hours**, we can then check the system to see what the code has delivered if anything at all and we can also check on how many devices the code has attempted to log onto. If it is found that the code has passed data or has had Simultaneous multiple device logon attempts on the same code **no refunds** will be given.

We reserve the right not give refunds if the problem is not reported within the 24 hour time scale stated above, or if traffic has passed through the system against the code, or if multiple devices have attempted to log on at the same time with a single code.

Future Improvements

As already stated, the general area is lacking internet connectivity and mobile services, we hope over the coming years that the new Access Cymru FTTC service will become available, and once available, we will switch the service on to FTTC. This will allow much larger bandwidth into Dolgamedd and will improve yet again the overall broadband service from the Wireless network.

At present we have no due dates for the service but our preferred supplier is constantly monitoring the BT Openreach portal for news and updates.

Disclaimer

Any of the notes above relating to the service will not override the basic terms and conditions laid out in the main terms and conditions page when logging in to the system for the first time.

IPad & iPhone Users Please Note

Make sure your wifi is on and that you're within range.

If you're too far from your nearest Wifi antenna you won't get a signal, so make sure you're within range.

Make sure Wi-Fi is on and that you can see your network.

Tap Settings > Wi-Fi and make sure Wi-Fi is turned on. Tap the name of your Wi-Fi network to join. A blue checkmark beside a network name means you're connected.

There is no wifi password to connect to an open network

If this fails, restart your device and try again.

Still can't connect?

Renew the lease.

DHCP Lease

It is common to have problems in areas that have very strong public networks. To help this out you can renew the [DHCP](#) lease. First go to Settings and then to Wi-Fi network. Find the network you want and then press More Info next to it. Now that you are in the DCHP area, you need to press the Renew Lease button that is toward the button.

Note: it may be different on older iPhones/iPads to renew lease.

