

Internet & Telephone Services Information Sheet

MacDonald Ryan Ltd T/A Bumps and Scuffs

45 The Street
Wrecclesham
GU10 4QS

- And At -

Tilford Road, Rushmoor
Farnham
GU10 2EP

Allan Macdonald <allan@bumpsandscuffs.com>

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Website: <https://www.bumpsandscuffs.com/>

Overview for Wrecclesham and Rushmoor Locations

Type	Public Telephone Number	B&S Extension	Comment
VoIP	01252 217 085	209	Number Used on Leaflet Promotions
	01252 217 086	208	Number Advertised on the Bumps & Scuffs Web Site
	01252 217 087	210	Number Shown on Business Stationery
	01252 279 750	206	Bodyshop at Rushmoor [Connects to the Wireless Phones via the ATA] One receiver in the office the other in the bodyshop. Forced CLI set to 01252 279 750
	05603 874 561	200	David Bradley [Telephone Service Support]
	01252 794 700	211	Landline previously at Rushmoor now at Wrecclesham
	-	212	Rushmoor Car Showrooms
	01252 444 664	202	Possible IVR Use
POTS	01252 447 030	-	Rushmoor Broadband Line [Service provided by TalkTalk] - No phone currently connected

- ❖ Potential and existing customers will use the telephone number shown on the web site, stationery or the former number at Rushmoor
- ❖ Numbers shown in green will ring the snom desk phone at Wrecclesham; those in red will ring the appropriate phone at Rushmoor
- ❖ Incoming calls at Wrecclesham on the snom phone can be transferred to Rushmoor
- ❖ All VoIP phones have business hours applied as shown next

Extensions Showing Business Hours at Rushmoor and Wrecclesham

- Any messages left can be retrieved by dialling 1571 or listening to the attachment sent by email to info@bumpsandscuffs.co.uk
- To call Wrecclesham outside business hours dial 01252 444 664
- To call Rushmoor Bodyshop during business hours, dial 206 from the snom or 01252 279 750 from any phone
- To call Rushmoor Showrooms (Peter/Anna) dial 212 from either Wrecclesham or Rushmoor
- If the Internet goes down, VoIP calls can be directed to a mobile number of your choice.
- Calls between extensions are free of charge

Status	Ext	Name
	200	David Bradley [IT Support]
	202	Wrecclesham [L]
	206	Rushmoor Bodyshop
	208	Wrecclesham [W]
	209	Diverted to 208
	210	Wrecclesham [S]
	211	Old Rushmoor landline number
	212	Rushmoor Showrooms

Day	Open	Close
Monday	08:30	17:30
Tuesday	08:30	17:30
Wednesday	08:30	17:30
Thursday	08:30	17:30
Friday	08:30	17:30
Saturday	09:00	13:00
Sunday	00:00	00:00

Day	Open	Close
Monday	08:30	17:30
Tuesday	08:30	17:30
Wednesday	08:30	17:30
Thursday	08:30	17:30
Friday	08:30	17:30
Saturday	09:00	13:00
Sunday	00:00	00:00

Voipfone - Contact Number: 020 7043 5555 from any phone or short code 150 from a VoIP phone

Common account for Wrecclesham and Rushmoor

Not in contract and technically free to leave at any time, but there are procedures to follow to move to another supplier

URL: <https://my.voipfone.co.uk/#!/dashboard+auth>

Logon: allan@bumpsandscuffs.com

Account: 30213872

Password: 079847

URL: <https://my.voipfone.co.uk/#!/dashboard+auth>

Logon: allan@bumpsandscuffs.com

Account: 30213872

Tele Password: 079847

Account Password: Route612*

Memberable Word: Wrecclesham

Recurring Charges seen for November 2022

Item	Quantity	Cost	Total
Renewal of Cloud Call Recording	1	£10.000	£10.000
Renewal of UK Geographic Number 01252217085	1	£3.000	£3.000
Renewal of UK Geographic Number 01252217086	1	£3.000	£3.000
Renewal of UK Geographic Number 01252217087	1	£3.000	£3.000
Renewal of UK Geographic Number 01252279750	1	£3.000	£3.000
Renewal of UK Geographic Number 01252444664	1	£3.000	£3.000
Renewal of UK Geographic Number 01252794700	1	£3.000	£3.000
Renewal of Virtual PBX Call Group	1	£1.000	£1.000
Renewal of Virtual PBX Extension(s)	9	£1.500	£13.500
Storage Fee For 1798 Minutes	1	£0.890	£0.890
VAT @ 20%			£8.68
Total			£52.07

Call Top-up

The monthly standing charges are collected from the debit card held on file by Voipfone. A call deposit is required to make calls out onto the public network. When the call deposit drops to below £2 it is auto-topped up by £50. Historically it lasts about five months equivalent to £10 to £11 a month. A call plan was in place with OneCom for 1000 Minutes at £19.75 + VAT.

System Wide Short Codes on the Voipfone Platform

Unless stated otherwise, all calls made using a short code are free

112	Emergency Services
999	Emergency Services
(See https://www.policeconduct.gov.uk/sites/default/files/Documents/research-learning/Silent_solution_guide.pdf)	
101	Police Non-Emergency Number
111	NHS Mon-Emergency Number
105	Power Cut Information Line
116 999	Missing children helpline
116 111	NSPCC ChildLine
116 123	Samaritans
119	COVID-19 Help Line (Also used to make appointments)
123	Gives Day, Date and Time
141	Withhold your number (If you must – Not Recommended)
1470	Un-withhold your number
150	Voipfone Customer Services (Password protected service)
152	Echo test. Shows how good your connection to Voipfone is.
154	A recording of call credit left to use before top-up is necessary
155	Confirms that you have set up your phone correctly
159	Report a Banking Scam (See https://stopscamsuk.org.uk/159)
166	Voipfone Anti-Sales call tool (Optional monthly fee payable)
118 797	Connects to BT's Directory Enquiry services (Very expensive to use)
1280	Carrier pre-select disconnect from Voipfone (Only available to BT subscribers with pre-registration required)
1471	Plays back the last incoming number
1571	Voicemail for the extension you are using
1572	Voicemail for the Master Account (Used where your account does not have extension numbers)
1573	Voicemail for Group messages (Input the Group Number of Interest)
1995	Music on Hold (Listen to what is playing now)
##	Transfer the call (Example ##01252758123 and hang up - Call charges may apply)
#0	Stops and starts call recording (Charged at 2.5 ppm)
**	Generally used in business environments (Example **205 for call pickup from that extension)

In-Call Feature Codes

##	Used to transfer a call if your telephone doesn't have a transfer button
#0	Starts and stops call recording (charged at 2.5p pm). Log into your account to listen to any messages left.
#1	Places call on hold. Use # to cancel. (This is NOT the same as DND)

Wrecclesham Setup

Cloudscape Connect – Contact Number: 0116 274 7360

Provider of Broadband Service only. Fibre 80:20 Line Identification: GTE8059

URL: <https://www.cloudscapeconnect.com/>
Address: Unit Q, Troon Way Business Centre, Humberstone Lane, Leicester, LE4 9HA
Account number: 00009414
DSL Username: VFS100349@cloudscape.uk – DSL Password: gu104qs
WAN address: 92.62.0.60
Contract End Date: 13/08/2022
Help Desk: 0116 274 7360
Opening Hours: 9am - 7pm, Monday – Friday
Via Email: support@cloudscapeconnect.co.uk
Via SMS: Text the word "Help" followed by a description of your problem to 07786 209609
Support Portal: <https://support.cloudscapeconnect.com/>
Userid: AMacdonald9414 Password: Tempest582Down Password no longer correct

<u>Item</u>	<u>Price</u>	<u>Notes</u>
FTTC Broadband 80:20:	£30.60	[GMS 35Mbps down, 10Mbps up]
Care Level 2:	<u>£0.00</u>	Comes as standard
Total:	£30.60	Price includes VAT

Care Level 2 is the response time provided by Openreach to fix a fault which for this level of care means a fix by the end of the next day Monday to Saturday. Faster response times available but at a premium cost to have the service up and running within six hours. Indicative price of £90 + VAT a year.

If the broadband service is lost, voice calls are automatically diverted to 07818 076372 at no cost but call leg charges apply.

For internet continuity during a loss of the broadband service is possible by using 4G but that would mean replacing the existing router and a separate contract for the SIM card.

Router Access [Defaults on label changed as shown below]:

Router IP:	192.168.33.1	Not as shown on router label
Router Login:	admin	Password: elstead2008* Not as shown on router label
LAN IP range start:	192.168.33.33	Pool Count = 20
VPN:	Connection Name: B&S-Wrecclesham	Userid: david Password: gu101fa

WAN IP:

92.62.0.60

SSID 2.4Ghz: B&S-

Wrecclesham Password:
route6542021

Label on base of router





HP Officejet Pro 276dw MFP

Host Name: HP46B501

IP Address: 192.168.33.39

email: Bands@cldmail.co.uk

Serial Number: CN51ACV0WK

The printer has the ability to send distress emails to a nominated email address. Therefore, the email account bands@cldmail.co.uk has been created and used within the printer's GUI - SETTINGS >> Email Alerts

The printer cannot accept inbound mail, but email error message can be found using the Webmail service at:

<https://webmail.cldmail.co.uk> - User Name: bands@cldmail.co.uk Password: Route6542020

Outbound Server (SMTP):

The outbound mail server requires authentication.

Server: smtp.cldmail.co.uk Port: 465 (use SSL or SSL/TLS)

Username: bands@cldmail.co.uk Password: Route6542020

A screenshot of the printer's web interface showing the SMTP settings. The 'Email Address' field is filled with 'bands@cldmail.co.uk'. Below it, the 'SMTP Server Settings and Authentication' section is expanded, showing 'SMTP Server' as 'smtp.cldmail.co.uk', 'SMTP Port' as '465', and the 'Always use secure connection (SSL/TLS)' checkbox checked. The 'Email Log-in Authentication' section is also expanded, showing 'User ID' as 'bands@cldmail.co.uk' and a masked 'Password' field. A warning icon and text at the bottom state: 'The printer will be unable to send email if the user ID and password are incorrect.'

Snom Phone at Wrecclesham



Press the '?' key to determine current IP address
IP Address: 192.168.33.34 [DHCP]
Userid: trolleybus
Password: route654
MAC: 00:04:13:95:44:5F
Picture: <http://cyberpictures.net/castlestreet2.jpg>

Cut out the label and replace the existing one making sure the plastic cover is not lost!

Peter
217086
444664
217086
Rushmoor
217085
Allan [M]
794700
Craig [M]
217087
David
217087

Devices Seen on the Network on Wednesday, 29 September 2021

All devices use DHCP and therefore the IP address shown in the table below may be different in the future

Host Name	IP Address	MAC Address	Device
HP46B501	192.168.33.36	6C:C2:17:50:79:89	HP Officejet Pro 276dw MFP
BandS_Lenovo	192.168.33.37	44:8A:5B:DE:7A:63	Desktop PC
snomD375-95445F	192.168.33.33	00:04:13:95:44:5F	Snom D375 VoIP phone
81490621	192.168.33.34	54:E1:40:0B:8F:0F	Credit Card Machine
Craigs-iPhone	192.168.33.35	4A:3F:43:BC:83:9C	Mobile Phone
Cindys-iPhone	192.168.33.xx	CA:FE:EE:1D:0C:29	Mobile Phone
	192.168.33.38	BE:EF:FE:90:C5:93	Unable to determine device

Rushmoor Setup

TalkTalk at Rushmoor - Contact Number: 0800 083 3003

Provider of Broadband and Voice Service on 01252 447030

Account number: 882 01552852
 DSL Username: 01252447030@talktalkbusiness.net – DSL Password: H6R4V4Q6G3
 WAN address: 92.27.221.10
 Contract End Date: 21/07/2023

TalkTalk 'MyAccount' Information

URL: <https://supportcentre.talktalkbusiness.co.uk/SCLogin>
 Logon email address: info@bumpsandscuffs.com
 Security password: Thea2018 [Case sensitive]
 Pin: 5012 [No idea when and where this is used]
 File contact numbers: 01252 217087 and 07836547472
 Security Question: Where were you born? Answer: Richmond

7 Day Business Support	£0.00	
CLI Retrieval (1471) Basic	£0.00	}
Caller Display	£0.00	} Land Line not used
Reminder Call Basic	£0.00	}
Fibre Line Rental	£16.95	}
Simply Fibre Business Broadband	£12.00	
Promotional Discount 6 Months	£-7.50	Discount lost in January 2022. A 9.1% from 1 April 2022
Fibre Discount 500	<u>£-5.00</u>	
	£16.45	
VAT @ 20%	<u>£3.29</u>	
	£19.74	Previous contract period was £26.26 – Estimated price from April 2022 - £31.35

VoIP

CLI on this line: 01252 279 750

VoIP extension number: 206

ATA Information

The Cisco unit connects by DHCP (last known IP 192.168.30.32 - Check router for current IP)

ATA Login: admin Password: elstead2008

Local Area Network

LAN IP range start: 192.168.30.30 Pool Count = 20
SSID 2.4Ghz: Bumps&Scuffs Password: Route6542021
SSID 5Ghz: *Disabled*
WiFi Calling supported

Router

Router IP: 192.168.30.1
Router Login: admin Password: HGP8DJQ8



Web Site Designer

URL: www.bumpsandscruffs.com

Andrew Howard [<mailto:andrew@imarketingonly.com>]

Office: 020 8123 4164

Mobile: 07798 554 540



Historical Information

FleXtel Limited

Address: FleXtel House, The Commons, Sandbach, Cheshire, CW11 1EG
URL: <https://www.flextel.com/secure/>
Account Number: A250963
Password: calum123
Telephone ID: 1895 6468
Help Desk:
Tel: 0370 321 1000
Email: ask@flextel.com
Hours: Monday - Friday 09:00 - 17:00

OneCom Ltd - Contact Number: 03300 888 999

Provider of Broadband and Voice Service on 01252 444 664
With the migration of the number to Voipfone, there is no longer a service from OneCom
OneCom office hours: Monday to Friday 09:00 - 17:00
URL: onecom.co.uk
Address: OneCom House, 4400 Parkway, Solent Business Park, Fareham, PO15 7FJ
Account Number: 2028049

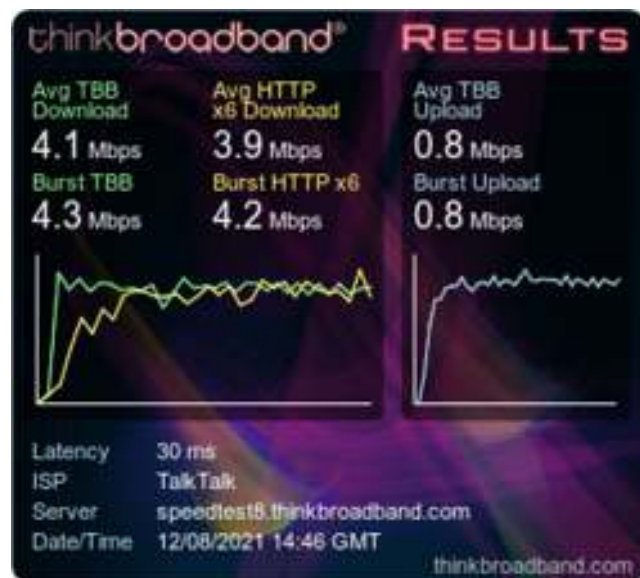
Former charges:

OneCom for ADSL2+ Broadband and Phone Service	£78.90	
FleXtel average monthly cost:	£50.00	
At the time, the Rushmoor bodyshop had no costs	£0	
Total:	£128.90	Includes VAT

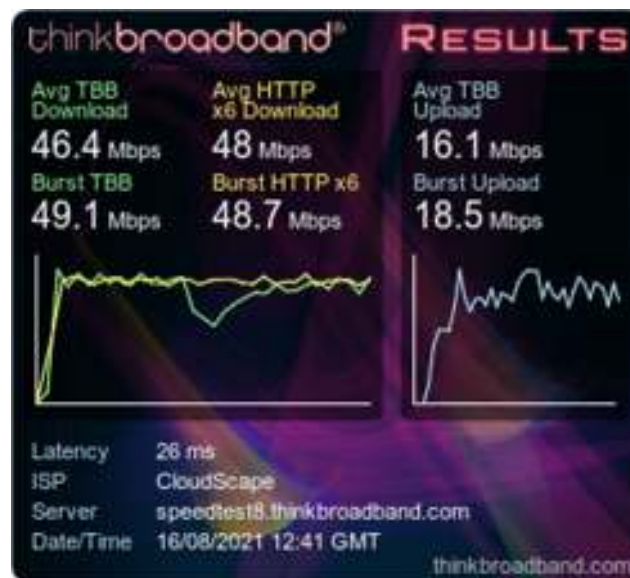
Saving £128.90 – £109.94 = £18.96 per month, an apparent yearly saving of just £227.52, but the monthly costs now includes the cost of a broadband and voice service at Rushmoor. The Wrecclesham broadband service was upgraded and a unified phone system

is now in place with additional features, such as call recording, in use. The change over to VoIP comes with investment costs, with a ROI estimated to 20 months.

Before and After



*Former Service from OneCom
The base cost for this service was £43.25*



*Current Service from Cloudscape
The base cost for this service is £30.60*

The down speed has increased by 115% and the up speed by 185%. With the recent upgrade also at Rushmoor, the door is open to stream CCTV images from Rushmoor to Wreclesham. The images can be either be to a desktop PC or a smart phone, both if you feel so inclined.