



# **Schools Internet Service Transformation Project FAQ**

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# 1. Introduction

This pack has been produced to help with the process of changing your SWGfL Schools Internet Service.

## 1.1. Why are we changing the services?

You're part of a large project we're doing called the 'Transformation Project'. This is about replacing the existing 'private network' with a new range of technologies, the idea being that we can, in lots of cases, improve performance and decrease cost.

The existing services are approaching their third birthday (or more - for some they're nearly teenagers) and some of the technologies have changed a lot since they were first deployed.

## 1.2. Do we have to change our service?

In most cases, we do need to change. Many of the existing solutions are provided on a 'shared service' basis: this means that the costs for certain parts are covered by all the schools that use it.

This model works very well when all schools are going to use the solution; when this level of 'buy-in' can be established at the outset; and when meeting the needs of all schools can be co-ordinated centrally.

However, it doesn't work when the quantity of schools that are going to use each type of solution might change. This means that we have to plan to replace the solutions based on 'shared service' or 'private network' architecture – which is most of them – with solutions that can be deployed individually.

## 1.3. Can we keep our existing service?

For most schools, we do need to migrate you to a different solution. Once we've migrated you, we'll proceed to remove the old circuits and collect any redundant equipment. We try to ensure there's some overlap with the old circuit so that you don't lose connectivity.

You'll continue to benefit from our full service that includes award winning e-safety, enterprise-class security, expert support, and responsive 'change management'; we just need to change the connection.

## **1.4. Will every school be separate?**

Each school will be in contract directly with the SWGfL. The technologies we have recommended are based on a number of factors, including

- the school's current telecoms circuit
- the size, type and likely 'demands' of the school
- the cost of the service

As such the solutions recommended are bespoke to each site and the type of connectivity solution varies (for instance – a large secondary is more likely to need a dedicated fibre line than an ADSL solution). Schools can provide us with more detailed information about their establishment and their usage patterns though, with which we can provide an even more tailored solution.

One major difference with SWGfL when compared to other providers is that all circuits – regardless of type - are routed back to our core network, where a number of important safety and security solutions are deployed and where we can also establish school-to-school links to enable schools to collaborate effectively over the network.

## **2. What are we changing to?**

The solutions vary from school to school, and SWGfL has a wide range of options to suit different performance and budgetary requirements.

### **2.1. How do I know what solution I need?**

We can help. We can complete an unbiased and independent analysis of your usage and the available technology (including how well it's likely to perform, rather than just give you the sales pitch), and go through your options with you: just drop the team a line at [sis@swgfl.org.uk](mailto:sis@swgfl.org.uk). You can also check out your usage online via your SWGfL portal, ESI, at <http://esi.swgfl.org.uk>.

## **2.2. Will SWGfL recommend a particular solution?**

Yes. When we send you the initial proposal(s), it'll be based on what we think will be the best solution for you, taking into consideration your existing solution, and assumed budgetary and performance requirements. However, this is an initial suggestion and we can provide alternative solutions to meet your requirements.

SWGfL strives to provide a 'real world' estimate of the likely performance of each technology for each school, so that you know what you're going to get.

## **2.3. Can SWGfL provide more solutions?**

Yes, we have a very wide range of telecoms suppliers and a very wide range of solutions, a few of which are summarised below. We only provide clear, honest advice and guidance, so drop the team a line at [sis@swgfl.org.uk](mailto:sis@swgfl.org.uk) and we'll do our very best to help you.

- ADSL, enhanced through a high performance backbone that other providers don't have, to ensure the best user experience.
- FttC (Superfast Broadband), which builds on the infrastructure investment being made across the country by BT and provides good levels of bandwidth in some areas, though not all in the short term.
- Satellite: the biggest benefit with satellite is that the location of the school ceases to be an issue. We think this could be a really good option for rural schools, although we haven't finalised discussions with providers yet.

## **2.4. Can I share my solution with another school?**

It might be possible to share telecoms circuits between schools. One of the benefits of the wide range of suppliers and solutions we have available is being able to look at things like this. In order to check, we'd need the name, main telephone number and postcode of all the schools involved. We'll then have a look at what we can do and come back to you.

## **2.5. What if what I want isn't available yet?**

You switch to a better performing ADSL option, or FttC solution, if it becomes available within the life of your SWGfL contract, as we are designing them to be easily switched to

better ADSL or FttC as and when it's there. We proactively check the availability regularly and will get in touch to let you know if it arrives (for info, it's best to budget £250 for possible one-off set up charges – we'll try to avoid any charge but BT do need to make a visit to the school to enable FttC so better to plan for this as a worst case).

## **2.6. Will the service I receive be different?**

As above, the telecoms circuit will change, but the service described in section 3.1 will still be there, and will be the same (except for a few improvements we're making based on school feedback, to things like the Service Desk and the change management process to improve flexibility and responsiveness). Your contract will be direct with SWGfL, rather than LA, but other than that it'll be the same.

## **3. What is included?**

The SWGfL Schools Internet Service has been evolving over almost 15 years, and is the best way for schools to get performance, safety and security, and support...all in a value for money wrap from a trusted, expert place. All SWGfL connectivity solutions include the Core Service.

### **3.1. What is the Core Service?**

Quite a lot! The Core Service provides you with:

- A circuit, including the bandwidth and internet connection, from a range of options
- The SWGfL core network, including IP and other network services
- Safety services, including blocking illegal content and our unique approach and partnership with the five regional police forces, plus entry-level web filtering, as well as:
  - Expert support in an emergency/crisis
  - A free annual online safety briefing in your local area
  - Access to the award-winning 360 degree safe self-review tool
  - Up-to-the-minute advice and e-safety resources including policy templates
  - A range of additional specialist training and consultancy

- Security services, including managed firewalls, intrusion detection, ISO27001 certification and enterprise-class e-mail security, all managed by experts to take the worry away from schools
- Our dedicated Service Desk and 24x7 network monitoring and ESI
- Change management, meeting changing needs without any additional charges
- Our truly best-value approach, combining our charitable status, scale economies and procurement expertise

For more details, see [swgfl.org.uk/solutions](http://swgfl.org.uk/solutions).

## **3.2. What are the Optional Services?**

Optional Services are just that: products and services that you can choose to use based on the needs of your school, including web filtering, e-mail and website hosting. They're organised and invoiced separately (following feedback from schools we separated Core and Optional services in 2011), giving you more choice.

Optional Services run from September to August and are invoiced annually in advance by RM IHG directly. We will contact you to remind you to make your Optional Service choices for Sep 16 to Aug 17 during the summer term, and you have until the end of the term to make your selection. Log into your ESI online portal - <http://esi.swgfl.org.uk> - and select "Catalogue" to view the options available, or to view and amend your current services select "My Establishment" and then "Changing Services".

You can also find out more about the Optional Services range at [swgfl.org.uk/optional](http://swgfl.org.uk/optional).

## **3.3. Will all the school settings stay the same?**

Essentially, yes – if the school is staying with SWGfL but changing the telecoms circuit, all the IP, DNS, security and other technical configurations can remain exactly the same, greatly minimising the 'cost of change'.

To ensure nothing is overlooked we will be asking schools to confirm any remote access settings in place at the time of order so that we can ensure these are retained.



### **3.4. Are 'changes' still included?**

Yes, the majority of 'technical change' (e.g. firewall, IP, DNS changes) are included in the Core Service, and SWGfL has never raised any additional charges to schools for this type of activity. What's more, schools can expect 'standard' changes to be completed within 24 hours: a responsive and flexible service, maintaining rigour around security without adding delay.

### **3.5. What will I have to do at the school?**

There are a few things you need to do: some prior to deployment of your new solution, and some to make sure the deployment goes to plan

#### **3.5.1. Prior to deployment**

The key thing to work out is how we're going to get your new solution connected to everything it needs to connect to at the school end. The main aspects of this are:

- A power outlet (or more than one, depending on the solution you choose)
- A PSTN Line Master Socket (or more than one, depending on the solution you choose)
- The school LAN (your 'switch')

We provide cables with your new solution for each of these, but as they're 2 metres long you need to make sure that each of these are within 2 metres of each other, or make arrangements for extensions to be used. See Appendix 1 for more details.

You might also need to receive a BT engineer at school – for example to install a new PSTN Line, if you need one – and show them where they need to work.

#### **3.5.2. Deployment**

We're going to manage the project with the main intentions being minimum disruption, minimum cost and minimum interruptions to service.

Depending on the solution you choose, you may receive new CPE (stands for Customer Premises Equipment, also known as a router) to be connected, either by us, by you, or by your ICT technician. In situations where you connect the CPE yourself, we can arrange a

‘supported installation’ process where an engineer guides you through everything over the phone.

You’ll need a spare port on your switch to connect the new CPE to. If there isn’t one, you’ll be able to use the port that the current CPE is plugged into if you’re locating the new CPE in the same location as the current CPE.

You can leave the rest of it to us, and we’ll let you know about anything important!

## **4. PSTN Lines and your new solution**

Lots of the solutions we’re deploying require a phone line to operate, so we’ve provided some information below to help explain more about this.

For more information, see Appendix 2.

### **4.1. What is a PSTN line?**

A ‘PSTN Line’ is, put simply, a standard BT analogue telephone line. For the purpose of your new SWGfL solution, we’ll refer to your existing or newly installed analogue telephone line as a ‘PSTN Line’. The phone number for this line will be referred to as the ‘PSTN Number’.

### **4.2. Which solutions require a PSTN line?**

All ADSL and FttC solutions require a PSTN line. This can be an existing line, providing it’s suitable, or it could be a new line that’ll need to be installed in order for the ADSL or FttC solution to run over it.

We’ll be working closely with schools to distinguish whether or not a new PSTN line is needed. In the event that it is, we can manage the installation of this (additional charges apply). However, as above, before we do this we’ll establish whether it’s required or not.

### **4.3. How do I know if need a new line?**

Have a look through the guidance in Appendix 2. If you still have questions, give us a call. Here’s a checklist you can use to establish whether your existing line is suitable:

Requirement	Confirmed
<b>1</b> The PSTN Line has a Master Socket that will be used for connecting the ADSL or FttC solution, NOT an extension (see Appendix 2 for help identifying the Master Socket)	
<b>2</b> It is a PSTN line (standard BT analogue line), NOT an ISDN line (digital)	
<b>3</b> The PSTN Line is in the correct location, or the school is going to make arrangements for it to be moved to the correct location or for a short extension cable to be used	
<b>4</b> Any other PSTN Lines which may also be available have been checked, in case the one that's been identified turns out not to be usable	

Please note that if you identify that this line is available to use for your new ADSL or FttC solution and any issues with the PSTN Line arise at the point of order, we will liaise with you to come to a resolution. This may involve installing a new PSTN Line, or having the existing PSTN Line moved, but do be aware that this could delay the order process and incur additional charges.

## 4.4. What happens if I do need a new line?

I'm sure you know that SWGfL don't actually provide the PSTN Lines, but we work with TalkTalk Business who instruct 'Openreach' (the wires part of BT) to install the PSTN Lines. Once you've raised your Purchaser Order to SWGfL, we'll order the PSTN Lines through TalkTalk Business, and they'll contact the BT planning team.

BT will allocate an installation slot when they'll come to school to install the new line. This may fall within the school day, so please ensure that the Headteacher is aware and is able to relocate students/staff, if required, to enable the engineer to complete the installation in line with any health and safety regulations.

Please note that it's important you're prepared for the installation slot. The BT engineer will need to be shown where to install the PSTN Line (according to the guidance in Appendix 2), and mustn't install it anywhere else. Missed appointments carry a charge from BT, so it's also important someone is there at the time of the installation slot who knows where to take the engineer.

## **4.5. Why are we using these technologies?**

It's a good question. For some, moving from a fibre or copper solution to one that uses a PSTN Line seems like a step backwards. It's partly a matter of cost, and also to do with changes in the marketplace that are happening at the moment.

The main issue in regard to the cost is that the existing 'private network' solutions were put in place when government funding (the Harnessing Technology Grant) was provided to help. Now that funding has gone, it's critical to make sure the network evolves to be as cost effective as it can be. Also, some of the main companies involved in the UK broadband market – including BT – have been making significant investments in the infrastructure to support increasing demands. Most of this investment is in the range of products that run over a PSTN line. So they're a lot better than they were three years ago.

We can exploit the investments that are being made to deliver lower cost connectivity to schools, but still connect it to our core network and our service so you get all the additional services and protections you need, as well as the highest performance.

## **5. What are the charges?**

A number of questions have been raised in relation to the charges. We try to be as transparent as possible, so we break down the charges to show how they're made up.

We separate the one-off setup charges (which include things like routers and setting up circuits) from the annual charges (e.g. on-going rental charges for circuits, and the service).

### **5.1. Why do the proposed charges differ from my current charges?**

If your proposed charges are different to your current charges, this will probably be for one of three main reasons:

#### **5.1.1. Different pricing model**

Until recently Local Authorities received a capital grant (the Harnessing Technology Grant) from DfE. This was designed to allow infrastructure to be put in place, and for that infrastructure to be upgraded over time. The Grant was also often used to subsidise the cost of internet services for schools, ensuring that there was fair access for all learners no

matter where their school was located. Local Authorities used the funding to subsidise the provision of good connectivity (with a higher cost), usually through a '£ per learner' model.

This helped to deliver the entitlement of each school and each learner to a consistent and appropriate service to support learning, safely and securely.

The DfE has now removed the Grant, and therefore pricing models put in place by Local Authorities that subsidised a particular schools charges, or reduced them on the basis of learner numbers, have already ceased or will do this year. This means that each school will be charged the 'true cost' of their service, rather than a charge based on a model such as the number of learners on roll.

### **5.1.2. Different technology**

Generally, over three quarters of the cost of the SWGfL Core Service is driven by the telecoms circuits: the wires in the ground that connect the school to the rest of the schools, the SWGfL core network, and the internet.

As the telecoms circuits for many schools are changing, the resulting charges will change too.

### **5.1.3. Different specification**

Again, due to the change in telecoms circuits, many schools will find their solution will offer different performance than it did before. For some schools, it will be higher (as technology has improved since we set up the existing solution); for others, unfortunately, it will be lower (as the speed of the 'private network' in place at the moment isn't available any other way).

This also results in changes to the charges.

## **5.2. Why do the proposed charges differ from those of other schools?**

If your proposed charges are different to your neighbouring schools, this will essentially be for the same reasons as explained in sections 5.1.1, 5.1.2 and 5.1.3.

### **5.2.1. Different pricing model**

The SWGfL proposals are bespoke for each school and the charges are based on the true cost of the solution rather than a pricing model across your LA (such as one based on the number of pupils on roll). All 'telecoms' elements of SWGfL solutions are passed on to you at 0% margin.

### **5.2.2. Different technology**

We're proposing different technology for each school, based on what's available; how well it will actually perform; and how much it's going to cost. As this varies from school to school, the charges will be different for everyone.

Also, some telecoms circuits are charged based on location (which includes factors such as the proximity to the provider's network), so what seems like the same solution can carry different charges from school to school.

### **5.2.3. Different specification**

For some schools we've proposed higher bandwidth than for another school, even if the telecoms circuit is the same. This might be because the school has asked us for this, or because our usage data shows they need more.

## **5.3. Does the proposed charge include Optional Services?**

No, because the Optional Services vary from school to school (the services, and the quantity of each that schools have), they're kept separate.

## **6. What do I need to do next?**

Once you've had your proposal(s), you'll need to know what to do next.

### **6.1. When do I have to make a decision?**

The sooner the better. We need to plan the migration work across the whole LA area and make the necessary changes to each school's service without risking loss of connectivity.

## **6.2. Where can I find terms and conditions?**

Our terms and conditions can be found at [www.swgfl.org.uk/terms](http://www.swgfl.org.uk/terms). We usually provide a 'personalised' copy of these when your new service is active.

## **6.3. What if I have further questions – can I talk to somebody?**

Yes. We can arrange briefing sessions in your area, but the best thing is to drop us a line at [sis@swgfl.org.uk](mailto:sis@swgfl.org.uk) or give us a call on 0845 601 3203 with any questions.

## **6.4. What if I'm happy with everything – what do I do next?**

Drop the Schools Internet Service Team a line at [sis@swgfl.org.uk](mailto:sis@swgfl.org.uk) to confirm that you are happy with the proposal, and then arrange to have a purchase order raised. Our order process is regulated tightly (as we're a charity we have strict rules to follow), so the PO should detail the set-up charge and the first year running charge. We'll advise on how it needs to look.

## **6.5. What if I'm thinking about buying a solution from someone else?**

We really hope you don't, but we do understand that others are offering solutions to schools and they might appear to be good. All we ask is that you provide us with the specific details (email to [sis@swgfl.org.uk](mailto:sis@swgfl.org.uk)), and we'll get back to you as soon as we can with the equivalent solution from SWGfL.

If you still want to go to someone else, we'll need to work out whether there are any charges payable for cessation. This is because your current SWGfL service may be provided via your Local Authority and there may be commitments in place. If you wish to cease the current service and not switch to the new SWGfL service then you will also need to inform us as soon as possible.

## **6.6. Can I have Optional Services if I buy a solution from someone else?**

If you choose to buy your 'connectivity' from somewhere else, you'll lose the Core Service, and some of the Optional Services too (like filtering). Unfortunately there's nothing we can do about this – it's just the way the different services work.

## **6.7. Why should schools use SWGfL?**

The SWGfL service is purpose-built for schools, including important and unique benefits. You can review these at [www.swgfl.org.uk/compare](http://www.swgfl.org.uk/compare).

In our view, whilst the amount of bandwidth and the price of the solution are of major importance, so too are things like:

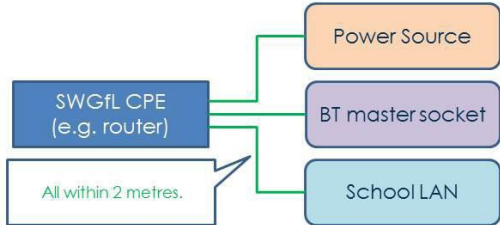
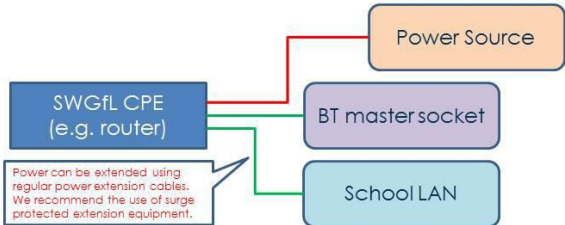
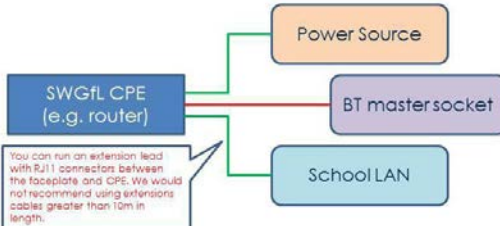
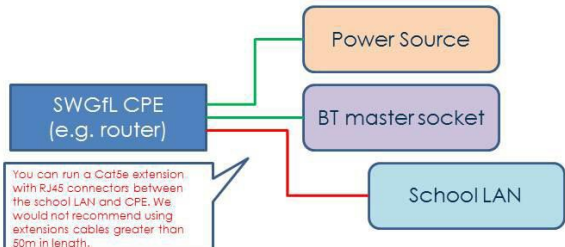
- Clarity around the actual circuit that will be provided, and the anticipated actual performance (rather than the theoretical performance, and clearly explaining any contention, difference between downstream and upstream performance, quality factors (like latency and packet loss) and usage limits)
- Safety features, including IWF for illegal images (and linking this to the police force), as well as non- technical e-safety services (expert advice, incident management etc.)
- Security features, including the quality of firewalls (and how well they are managed) and security accreditations in place
- An explanation of the service included with the connection (including support, change management, safety, security etc.)
- An explanation of services that can be added, and the charges
- Support, that is designed to resolve problems as quickly as possible
- Contracts that are designed with the schools interest in mind, not the supplier

SWGfL works hard to make sure all these things are in place, and are designed to meet your needs, so you can focus on running your school, not your internet service.



## 7. Appendix 1 – Location of your new solution

The location for your ADSL or FttC solution needs to be close enough to the power source, PSTN Line and your school network to be connected. For more information see [www.swgfl.org.uk/equipment-and-power](http://www.swgfl.org.uk/equipment-and-power) and [www.swgfl.org.uk/telephonenumber](http://www.swgfl.org.uk/telephonenumber). Here are four scenarios:

<p>The location of the CPE is within 2 metres of the required power outlet(s), the Master Socket and the school LAN. This means that the supplied cables should be sufficient for connecting the ADSL or FttC solution without any issues.</p> 	<p>The location of the CPE is more than 2 metres from available <b>power outlet(s)</b>. In this situation, you can use suitable power extension cables to connect the SWGfL CPE to the power source. We recommend the use of surge protected extension equipment.</p> 
<p>The location of the CPE is more than 2 metres from the <b>BT Master Socket</b>. You may be able to run an extension cable from the BT Master Socket to the CPE, though extensions longer than 10m are not recommended. It may be better to install a new PSTN Line, or locate the CPE closer to the existing BT Master Socket.</p> 	<p>The location of the CPE is more than 2 metres from the <b>school LAN</b>. In this situation, you can use suitable Cat5e cables to connect the SWGfL CPE to the school LAN. We do not recommend the use of extension cables greater than 50m in length in these cases.</p> 

## 8. Appendix 2 – PSTN Lines

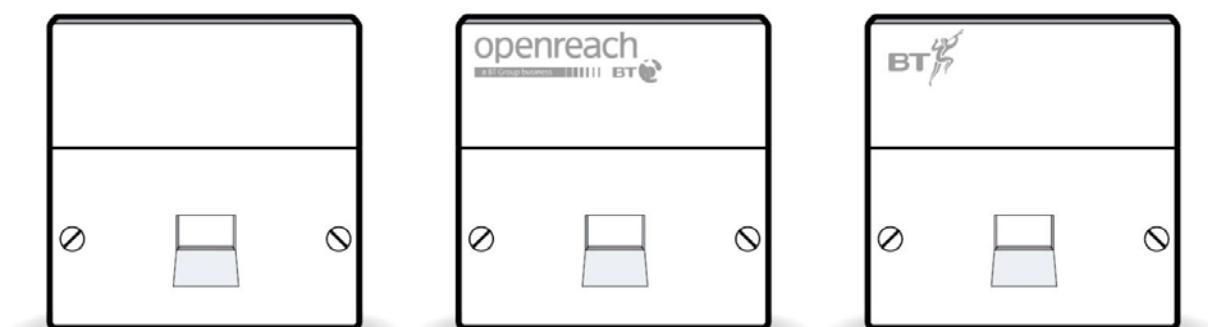
This section explains all about PSTN Lines, but for more information see [swgfl.org.uk/telephonenumberlines](http://swgfl.org.uk/telephonenumberlines).

### 8.1. FttC, ADSL and PSTN

Whether you've ordered an FttC or an ADSL solution, you'll need a PSTN Line allocated or newly installed for the sole purpose of provisioning your new broadband solution. If you've ordered a 'bonded solution', you'll need more than one PSTN Line.

### 8.2. The Master Socket

The ADSL or FttC solution has to connect to the 'Master Socket', not to an extension. You should be able to identify the Master Socket fairly easily: it usually has the BT logo on it, and has a split in the faceplate, with the upper and lower parts of the front being separate pieces. This feature will identify a Master Socket against an extension socket, which is usually slightly smaller in size and has a one-piece, complete faceplate. Master Sockets are likely to look like this:



Please note that extensions will not support your ADSL or FttC solution, so a Master Socket must be used.

### 8.3. PSTN Line location

You need to be able to connect your CPE (router) to the PSTN Line, as well as to your school LAN (local network) and to a power outlet. See Appendix 1 for diagrams showing these connections, and guidance if they're not within 2 metres of each other.

## 8.4. Preparing a PSTN Line for your ADSL or FttC solution

It's important that you follow the guidelines below to prepare a PSTN Line for your new solution.

### If you're having a new PSTN Line installed

- An Engineer from the PSTN Provider will need to attend on site
- You must show the Engineer to the decided location of your CPE, and instruct him / her to install the new PSTN Line Master Socket within 2 metres of this area
- Tell the engineer what you intend to use the PSTN Line for (i.e. either an ADSL or an FTTC broadband solution)
- Make a note of the PSTN Number of the newly installed line, and the location. If possible, mark the PSTN Master Socket with a permanent marker for ease of reference in future

### If you're using an existing PSTN Line

- You must ensure that the master socket for this line is situated within 2 metres of the decided location of your CPE
- You must ensure that the PSTN Line is not supporting any other service, e.g. an alarms or fax machine
- If you suspect that the PSTN Line operates features such as RedCare, Meterpulse facility, or PBX, you must contact your PSTN Provider to check whether these features can and / or need to be removed from the line, in order to provision your ADSL or FttC solution. See below for details

### 8.4.1. Is the PSTN Line used for anything else at the moment?

The reason for checking this is that some things can cause compatibility issues with a broadband solution running over a PSTN Line.

Normal telephones are hardly ever a problem (and the use of 'Filters' is effective); however here are some things that are known to cause issues:

- Phone systems (for example, BT Inspiration) can be connected directly into the PSTN Line, meaning there's no BT Master Socket. This means we cannot connect the ADSL or FttC solution to it

- Fax machines, particularly older machines, can cause problems in the way they transmit their data over the line that conflicts with the data the ADSL or FttC solution is sending
- Alarm systems can also cause issues, as some signal to monitoring systems regularly which can disrupt the ADSL or FttC solution

If in doubt, drop us a line, or consider ordering a new PSTN Line for the ADSL or FttC solution.

#### **8.4.2. Are any features active on the PSTN Line?**

Similarly to the issues that fax machines and alarm systems can cause, 'features' have been known to cause compatibility issues with a broadband solution running over a PSTN Line. Features are products provided on the PSTN Line to deliver a particular service or benefit.

A couple of options are to call BT customer services on 150: they should be able to tell you which feature would be preventing broadband compatibility, and what steps can be taken to remove the incompatible feature. Alternatively, your phone bill might show which features are present (as most features are chargeable). This problem is not related to the SWGfL service: all ISPs would be unable to provide you with a broadband service while the incompatible feature is present.

Incompatible features include: 30k Loop, DACS, Subscriber Private Metering, PBX lines, RedCare, Red ABC, Featurenet 5000 services, other Broadband xDSL Services (inc. BT Videostream & BT Datastream S), some Caller Display Units and Meterpulse facility.

You should contact your PSTN Provider to check whether these features can and / or need to be removed from the line, in order to provision your ADSL or FttC solution. If you're in any doubt drop us a line and we'll try to help.

### **8.5. Checking your PSTN Line is working**

As a PSTN Line is a standard analogue telephone line, it should be possible to make and receive voice calls via this line, if an analogue telephone is connected via the PSTN Line master socket. Your ADSL or FttC solution cannot be provisioned via the PSTN Line until it is working.

### **8.5.1. You will need**

- A working, analogue (non-cordless) telephone, connected only to the power supply and within reach of the PSTN Line master socket in question
- A mobile phone or use of a landline with a caller-ID service

### **8.5.2. To test your PSTN Line**

- Simply plug the RJ11 cable of the analogue (non-cordless) telephone into the single port on the front of the PSTN Line master socket, and make a telephone call to the mobile phone number, or landline number with caller-ID
- If you are successfully able to make a call, your PSTN Line is 'live'. Check that the PSTN Number (displayed on your mobile phone or landline handset, or by dialling '1471' on the landline you called) is the correct number
- If you cannot make an outgoing call from your PSTN Line master socket, it could indicate a fault on the line, or that the line has not yet been registered with BT. You must contact your PSTN provider to check the line.

If you have any questions please visit [swgfl.org.uk/internet](http://swgfl.org.uk/internet) or call 0845 601 3203.