

# Members Handbook



**Watch Real British TV Live.**  
*Any channel, anywhere in the world.*

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## Welcome to UKTV2C

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*Hi, I'm Mike Gamble, founder and Head of Customer Support at UKTV2C and I would like to personally thank you for joining us. I have no doubt that you have just chosen the very best provider in UK streaming TV.*



*Here at UKTV2C, we are passionate about UK television and the right for anyone to view their preferred TV choice wherever they may be. For many years now, we have been providing that opportunity professionally to hundreds of customers around the world.*

*It is my firm belief that we provide the very best possible service to British ex-patriots and UK residents travelling around the globe with the most reliable, best quality UK TV streams money can buy, backed up with our impeccable customer support and friendly team.*

*We want your UK TV experience to be enjoyable, trouble-free and flexible. That's why we offer a variety of great value packages to suit all tastes and demands. Since the massive rise of the internet, the world has become a smaller place. More and more Brits leave these shores every year to start a new life in a foreign country. Many travel for short periods on a regular basis yet the one thing we all have in common is our love for UK television.*

*Having chosen one of the packages that UKTV2C offers, I am in no doubt that you'll enjoy many hours of uninterrupted coverage of your favourite UK TV shows and make using our service part of your everyday life.*

*This handbook covers all of the packages we have to offer and all the essentials you need to know, so please take a look inside.*

*Remember, if you decide you want to change your package or want access to more channels, we're right here to help you. If you need advice or help on any issues you are facing, drop us a line and our support team will be happy to help you.*

*Once again, welcome aboard and enjoy your new UK TV service.*

*Best wishes,*

*Mike*

## UK TV Packages

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At UKTV2C, we have a selection of packages to suit all budgets and needs. Whatever you want, we've got it covered. Starting from £9.99 for VPN access and £29.99 a month for satellite TV, you can be assured of receiving the very best in picture and sound quality, backed up by unmatched technical support.

**Freesat HD (High Definition) Premium Recording - £50.00 a month**

Up to 100 UK TV Channels, 30 Radio Stations + 500GB HDD Recording + on-demand sites

**Freeview HD (High Definition) Premium Recording - £50.00 a month**

Up to 50 UK TV Channels, 24 Radio Stations + 500GB HDD Recording

**WebConnect VPN for PC, Mac, iPad, iPhone & Android - From £3.99 a month**

Access 13 Live Streaming UK TV Channels

## Freesat HD Premium Recording

This is the ideal package to watch and record all UK freesat and selected HD television channels, on your own dedicated Freesat receiver. Full details of this package are available at our [website](#).

Some of the great channels on offer:



This is just a small selection of the channels available on this package. **Check our website** for full channel listings.

Package Details	Included:
All UK Freeview TV Channels	
All UK Digital Radio Stations	✓
All Standard Freesat UK Satellite TV Channels	✓
All Standard Free to Air UK Satellite TV Channels <sup>^</sup>	
All Premium UK Satellite TV Channels	
All Premium+ UK Satellite TV Channels*	
Special Sports + Entertainment Pack UK Satellite TV Channels**	
HD (High Definition) Television Channels***	✓
80GB Hard Disk DVR Recording	
160GB Hard Disk DVR Recording	
500GB Hard Disk DVR Recording	✓
Faulty equipment replacement (value up to £1000)	✓
Technical support 24/7	✓
No fixed contract period	✓
Lifetime one-off set-up fee	✓

Price Plans	
One-Off Equipment Set-Up & Installation Fee	£349.99
1 months advanced rent + 1 month bond	£100.00
<b>Total Initial Downpayment</b>	<b>£449.00</b>
<b>Monthly Subscription Fee</b>	<b>£50.00</b>

Alternative payment options available. **Check our website** for details.

## Freeview HD Premium Recording

This is the ideal package to watch and record all UK freesat and selected HD television channels, on your own dedicated Freeview receiver. Full details of this package are available at our [website](#).

Some of the great channels on offer:



This is just a small selection of the channels available on this package. [Check our website](#) for full channel listings.

Package Details	Included:
All UK Freeview TV Channels	
All UK Digital Radio Stations	✓
All Standard Freesat UK Satellite TV Channels	
All Standard Free to Air UK Satellite TV Channels <sup>^</sup>	✓
All Premium UK Satellite TV Channels	
All Premium+ UK Satellite TV Channels*	
Special Sports + Entertainment Pack UK Satellite TV Channels**	
HD (High Definition) Television Channels***	✓
80GB Hard Disk DVR Recording	
160GB Hard Disk DVR Recording	
500GB Hard Disk DVR Recording	✓
Faulty equipment replacement (value up to £1000)	✓
Technical support 24/7	✓
No fixed contract period	✓
Lifetime one-off set-up fee	✓

Price Plans	
One-Off Equipment Set-Up & Installation Fee	£349.99
1 months advanced rent + 1 month bond	£100.00
<b>Total Initial Downpayment</b>	<b>£449.00</b>
<b>Monthly Subscription Fee</b>	<b>£50.00</b>

Alternative payment options available. [Check our website](#) for details.

## WebConnect VPN for PC, Mac, iPad, iPhone & Android

Provided exclusively by UKTV2C this is the ideal package to watch all UK based live and on-demand TV and listen to streaming radio stations via the internet, using our dedicated secure virtual private network (VPN) from anywhere in the world! Get instant access to all your favourite live UK TV stations plus BBC iPlayer, ITV Player, 4OD, Demand 5... plus much, much more. Full details at our [website](#).

Some of the great channels on offer:



This is just a small selection of the channels available on this package. **Check our website** for full channel listings. Sky Go access subject to existing Sky TV subscription.

Price Plans	
One-Off Set-Up Fee	£9.99
75Gb Monthly Data allowance	£3.99
125Gb Monthly Data allowance	£6.99
<b>**Unlimited**</b> Monthly Data allowances	£9.99

## Short-Term Monthly UK TV Rentals

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Now available... flexible short-term UK TV packages provided exclusively by UKTV2C. Check out some of the packages displayed below for the best short term usage pricing anywhere worldwide.

These packages are ideal for vacations, travelling Brits and short business trips outside of the UK. We have a wide selection of packages to suit all needs, tastes and budgets including popular entertainment such as Premier League Football, movies, entertainment, news and more.

Perfect for the holidays such as Christmas. Help friends, family and loved ones keep track of their favourite programmes back home. Makes a great gift too!

Contact us today for more information or visit our website at <http://www.UKTV2C.com>

### Freeview Premium Recording

- Up to 50 UK TV Channels
- 24 Radio Stations
- 160GB HDD Recording

**£14.99 for 15 days or £29.99 for 30 days**

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### Freesat HD Premium Recording

- HD Channels
- Up to 100 UK TV Channels
- 30 Radio Stations
- Hard Disk Recording Facility

**£39.99 for 15 days or £79.99 for 30 days**

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### WebConnect VPN for PC & Mac

- Access over 13 live streaming UK TV Channels

**£9.99 for 15 days or £19.98 for 30 days**

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### WebConnect VPN for iPad, iPhone & Android

- Access all UK iPlayer sites with the correct Apps installed

**£9.99 for 15 days or £19.98 for 30 days**



## System Requirements

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To receive our UK television streaming services, you will require one or more of the following:

### Hardware

Our UK TV services can be received using either desktop computer based hardware, handheld devices or set-top boxes including:

- |                    |                        |                          |
|--------------------|------------------------|--------------------------|
| 1) Windows PC      | 6) BlackBerry devices  | 11) Netgear Neo TV       |
| 2) Apple Mac       | 7) Palm OS             | 12) Roku                 |
| 3) iOS devices     | 8) Symbian Smartphones | 13) Apple TV             |
| 4) Android devices | 9) WD TV Media Player  | 14) Sony Internet Player |
| 5) Windows Phone   | 10) Amazon Kindle Fire |                          |

Where a television is being used for viewing, you will need an HD-Ready television to receive and watch HD pictures, subject to internet download speed and package selected.

### Internet Connection

You will need a minimum 2MB/sec broadband internet connection to receive our streams of a reasonable quality. The faster your download speed, the better the picture and sound you will enjoy. Our service is not recommended over a dial-up connection.

### Package Options

All of our UK TV packages are available to new and existing users. Some of our packages have additional options or fees that may be required to receive subscription or premium stations or to activate Recording Functions. The following therefore may apply where indicated:

*\* Product requires further payments to receive subscription channels. Subject to annual admin fees due on first and subsequent anniversary or subscription.*

*\*\* HD picture only available on selected channels. Picture quality subject to your internet download speed and HD ready equipment*

## Terms

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### Definitions

"UKTV2C", "us," "we," "our", the "Company" and all or any grammatical variants thereof shall collectively refer to UKTV2C Limited., a UK registered limited company no. 06800368 existing under the laws of the United Kingdom, with a registered address of DELTA HOUSE, WAVELL ROAD, WYTHENSHAW, MANCHESTER, UNITED KINGDOM M22 5QZ and its assigns and successors in interest.

"Member", "Customer" and "User" shall be referred to as individuals who have registered with us via our website, telephone or any other available means and hereby agree to these terms and is actively using the Service provided by UKTV2C.

"Live service" shall refer to all services provided using Placeshifting devices.

"Initial Fees" shall refer to "One off equipment Set-up and Installation Fee".

"Hardware" shall refer to all equipment, cables and connections used to provide the Live service

"Service" shall be referred to as the services offered to registered Customers of UKTV2C.

### General Terms

All Services herein are owned and operated by UKTV2C Limited. All Users of this Service shall be governed by English law.

Our Services are intended for use of UK Expatriates who already have legal access to UK TV content. We will not assume any responsibility for any disputes arising over whether any users of our services do or do not possess such legal access.

You hereby agree to indemnify the Company for any claims, costs, losses, expenses or damages it may incur howsoever arising whether direct, indirect or consequential as a result of any use of our Service that breaches these terms.

Before using our Service you should carefully read the following terms and conditions which govern the use of our Service. If you do not agree to these terms and conditions please discontinue using our Service.

### Acceptable Use Policy

The Service provided by UKTV2C is strictly on a one-to-one basis and is for private use only and may not be shared, distributed, re-sold or used for commercial means whatsoever unless otherwise agreed. Any unauthorised attempts to share your provided stream via third party websites, file sharing, link sharing, feed sharing, public exhibitions, displays or any other means is strictly prohibited.

### UKTV2C LTD Live System Services

#### Fair usage policy

All client's transit usage will be subject to scrutiny from time to time. Uktv2c Ltd operate a "Fair Usage Policy", we allow 3Mb constant transit each month for each client. If a client is constantly using in excess of this amount we reserve the right to contact the client to resolve.

#### Initial Fees

All Initial fees paid at commencement of service are non-refundable.

Initial Fees are a one time payment guaranteeing the client access to the same level system for their lifetime.

Should a client terminate their service then return to Uktv2c Ltd, the same level of equipment will be provided with

no further "Initial fees" required, all previous hardware upgrades would be valid.

Initial fees are the clients contribution to the integration into our network, such hardware, that may be necessary to provide the offered service.

Paying this initial fee guarantees the client:

1. Replacement and repair of all hardware used to provide the service free of charge during all periods where the client maintains an active subscription to Uktv2c Ltd.
2. Access to a same level system when returning to use our services after a period of non subscription. All hardware used to provide the service remains the property of Uktv2c Ltd. This allows Uktv2c Ltd to maintain the highest hardware quality and technical standards within their network, ensuring that all safety standards are met at all times.

When commencing a subscription to Uktv2c Ltd Live services the hardware is rented to the client for the term of the subscription "title" to the equipment is passed to the client for the period of the subscription only.

Any and all upgrade fees are a contribution to costs which Uktv2c Ltd incur in upgrading the hardware at the request of the client.

### **Contracted Term**

Uktv2c Ltd do not require any fixed term contract, we require 1 months hosting payment in advance, taken at the time of commencement of service as a non refundable bond, in lieu of any notice required to terminate services from Uktv2c Ltd.

Where there are viewing cards and other subscriptions as part of the service used by the client there may be further requirements of notice which will be notified at time of termination.

### **Monthly transit fair usage policy**

To help ensure that all subscribers have fair and equal use of the benefits of the Uktv2c Ltd Live System Service and to protect the integrity of the Service, Uktv2c Ltd reserves the right, and will take necessary steps, to prevent improper or excessive consumption of bandwidth used to provide the Live System Service in accordance with our "Fair Usage policy".

The action that Uktv2c Ltd may take includes, but is not limited to, limiting any excessive throughput, discontinuing service via specific ports or communication protocols, and a complete discontinuation of service to the subscriber with improper or excessive bandwidth consumption. Additional charges may be made for excessive consumption at a rate to be determined using Uktv2c Ltd Data Centre client tariffs.

### **UKTC2C LTD VPN/iVPN Terms of Use**

The following Acceptable Use Policy (AUP) provides general and specific information in regards to Uktv2c Ltd VPN/iVPN and its infrastructure. Infrastructure in this regard will consist of, but not be limited to, bandwidth, transport, servers, switches, IP address and any other equipment that will transmit, receive or otherwise be a vehicle of transmission of data of any sort.

Further set forth in this document will be information about general acceptable and unacceptable use. It is the duty of all users of Uktv2c Ltd VPN/iVPN services to read and thoroughly understand the information in this document. We explicitly reserve the right to enforce this document and further reserve the right to add to, update, change, modify or otherwise deem at any given time, inappropriate use of our services, and act as we see fit.

### **Subscription account**

Each VPN/iVPN account issued is to be used by one person and not to be set up and used simultaneously on multiple computers! We will warn a user when an account is in violation. Should a user continue to violate this rule, we would terminate account without further notice and NO refund will be issued to the subscriber.

## Prohibited Usage

### Child Pornography

International law relating to child exploitation refers to the illegality of possession, production, reception, transport or distribution of any sexually explicit depiction of children. Any user found to commit this type of abuse will have service suspended immediately. We will provide all details to the appropriate legal jurisdiction for that user.

### Illegal Use

Uktv2c Ltd VPN/iVPN opposes any attempt to break any laws in any country. We work extremely hard in order to prevent any illegal activity, on our network, in accordance with UK Law.

Virtual Private Network (VPN/iVPN) usage is legal in the majority of countries with the exception of Cuba, Iran, Libya, North Korea, Sudan, and Syria.

Access to certain websites and/or internet services as well as using VOIP, such as Skype, may be illegal in other countries with or without the use of a VPN/iVPN.

Uktv2c Ltd VPN/iVPN service was designed to protect your privacy not to be used to bypass any laws. Users may not transmit, retransmit or store materials in violation of any federal, state or local laws or regulations.

Users may not abuse or fraudulently use products or services offered by Uktv2c Ltd VPN/iVPN, nor allow/permit such use by clients or third parties. This includes but is not limited to trademark infringement, defamation, indecency or obscenity.

### VPN/iVPN Use for Peer to Peer Services

Users may use the VPN/iVPN but we do not allow sharing of pirated media. The use of peer-2-peer networks (P2P) such as Bit Torrent is strictly prohibited and all orders are thoroughly screened for fraud. It is the user's responsibility to not engage in such activity. Doing so will result in account termination with no refund.

### Network Filtering/Blocking

Users in violation of any provision set forth in this document may have content or traffic blocked or filtered as a remedy of abuse. Notification of such filtering/blocking may be sent to the subscriber; however there is no guarantee that such notification will be sent. Filtering/blocking may be manual or automatic depending on the nature of the offence.

### Email - PLEASE READ CAREFULLY

The sending of bulk mail is NOT permitted.

Prohibited use:

- Spam. Sending Unsolicited Bulk Email (UBE) or Unsolicited Commercial Email (UCE) for any purpose whatsoever.
- Spamvertising. Having third parties send out UBE /UCE on any user's behalf to advertise URLs or any service on Uktv2c Ltd VPN/iVPN, UKTV2C.com network.

### DMCA - 17 USC 512 "DMCA"

Violations of 17 USC 512 "DMCA" will be immediately dealt with by Uktv2c Ltd by means of notification to the subscriber. After receiving notification of DMCA violation(s), Uktv2c Ltd will act promptly to notify the infringer of the identified infringement. Should a subscriber to Uktv2c Ltd VPN/iVPN not respond to the notice of Abuse, the infringed material will be blocked, filtered or otherwise be suspended until the user complies. Notice of infringement should be sent to Uktv2c Ltd via our contact form.

### Abuse of Servers

Hacking, cracking, distribution of viruses, fraudulent activities, network sabotage, pyramid schemes, phishing, and/or any conduct deemed illegal or unwanted shall be subject to suspension or termination. Users are responsible for the proper secure configuration of their services and are responsible for any damages caused by their neglect or exposure of vulnerabilities whether intentional or unintentional.

Ability to restrict conduct, communication or content which might violate this Acceptable Usage Policy prior to introduction to Uktv2c Ltd VPN/iVPN network is not practical. Uktv2c Ltd VPN/iVPN failure or overlook of any violation of this AUP does not constitute a waiver of Uktv2c Ltd VPN/iVPN rights.

## Remuneration

Uktv2c Ltd VPN/iVPN users that violate this AUP or any provision herein may possibly incur fees in regards to clean-up or repair of any harmed devices, block listings, service interruptions, etc. Fees will be commensurate with the violation's severity.

## Monthly transit fair usage policy

To help ensure that all subscribers have fair and equal use of the benefits of the Uktv2c Ltd VPN/iVPN service and to protect the integrity of the Service, Uktv2c Ltd reserves the right, and will take necessary steps, to prevent improper or excessive consumption of bandwidth used to provide VPN/iVPN service. You should be aware that the networking of additional computers to access the VPN/iVPN service may result in such excessive bandwidth consumption. The action that Uktv2c Ltd may take includes, but is not limited to, limiting any excessive throughput, discontinuing service via specific ports or communication protocols, and a complete discontinuation of service to the subscriber with improper or excessive bandwidth consumption. We impose a Fair Usage limit of 100Gb Data transfer per month (Approx 5 hours streaming @ 660mb per day per month).

This policy is effective and will be enforced for intended and unintended (e.g., viruses, worms, malicious code, or otherwise unknown causes) bandwidth consumption. Your on-line activity will be subject to the then-current bandwidth, data storage and other limitations of the VPN/iVPN service, which Uktv2c Ltd may, from time to time, revise in its discretion and without providing advance written notice.

## Disputes

Any dispute or difference between the parties shall be referred to arbitration before a single arbitrator agreed by the parties or, in the absence of agreement within 14 days of the reference, appointed by the managing director of NIPC Ltd. The seat of the arbitration will be England and Wales, The NIPC Arbitration Rules will apply.

## Payment Terms

The Customer agrees to pay for all products ordered by Uktv2c Ltd using the payment methods indicated on our website and provides the Company express authorisation to charge said fees to their payment provider using the systems maintained and operated by our third party payment provider. Fees owed depend on the specific type and quantity of Uktv2c Ltd Services or deliverables ordered.

Payment of fees shall not be contingent on any events other than the delivery of the ordered Deliverables.

If payment is not received, Uktv2c Ltd may immediately cease to provide any and all Services provided to the Customer and suspend access to all Services provided until payment is received. All fees paid for monthly subscriptions are paid for in advance and are non-refundable, regardless of whether the subscription is terminated prior to the end of the said month.

## Cancellation

Customers may cancel their UKTV2C Service by contacting us. No cancellation notice period is required and cancellations may take place at any time during the Service period.

Uktv2c Ltd Reserves the right to update and change the "Terms" at any time without notice. any new Services or Products shall be subject to the "Terms". By continuing to use the service you are agreeing to such changes.