



# Fixed Wireless Fibre Broadband Community Prospectus V2



## Introduction

LN Communications has put this document together to provide prospective communities with supporting information with regard to our Fixed Wireless Broadband network.

It describes how the service works, what it would cost to use, how to sign up, and where to go for further information.

While the information provided within this document is based on best understanding, it does not represent a contractual commitment on behalf of any party.

Further information can be found at [www.ilovebroadband.co.uk](http://www.ilovebroadband.co.uk) or by contacting our office on 01133 20 37 37.

Connectivity is subject to having any necessary repeater relays in place, approval by the hosts for a service repeater relay to be sited.

LN Communications will need access to the rooftop from the internal of the property to ensure line of sight and identify any obstructions, such as trees. Please make access arrangements with Simon Hayhurst – Commercial Director on 0113 320 37 37 or email [shayhurst@LNCOMMS.net](mailto:shayhurst@LNCOMMS.net)

## About LN Communications

LN Communications is a Wireless Internet Service Provider (WISP) that has been using fixed terrestrial wireless technology to deliver Internet connectivity since the early 2000's. Our market and coverage continues to grow as more rural homeworkers and business parks establish that they won't benefit from the current commercial and funded BT rollout of Next Generation Access (NGA) broadband.



We are a business partner of Virgin Media and backed by David Hood OBE, local entrepreneur and founder of Pace Micro Technology in Bradford in 1982.

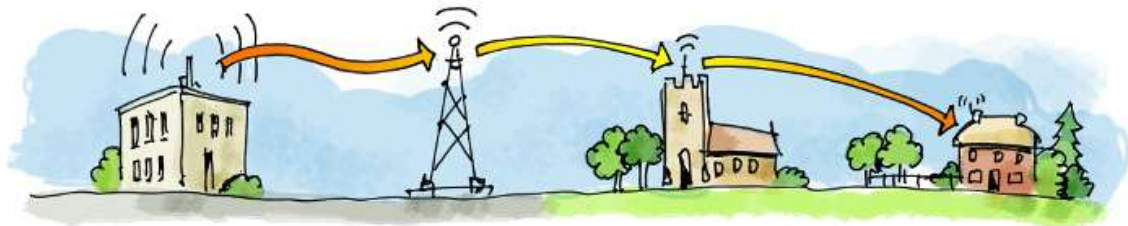
Our residential services are marketed under the brand of ilovebroadband.



## How it works

Wireless broadband is now a well established technology and LN already provide services to communities in Nidderdale, on the North Yorkshire Moors, around Northallerton and also in Leceiestershire. It is not affected by rain or snow and is only very rarely affected by very high winds which can cause the receiver dishes to move a little if they are not securely fastened.

LN have many repeater relays throughout Yorkshire and parts of Leicestershire. Each network is connected to the national fibre optic network via Virgin Media Business.



We beam a high bandwidth wireless link to various high vantage repeater sites and into villages. The masts contain a small transceiver dish that receives the signal and a small Ariel - a secondary relay - to relay the signal around the area. This example is mounted on the chimney of a residential property. The dishes can be painted to blend in with the surroundings.



Depending on the locations of subscribers, we may need to install remote relay masts that help to take the signal round hills and other obstacles and onto other subscribers.

Subscribers will have a small panel transceiver, about the size of a mobile phone, mounted on chimneys or gable ends.



Finally a cable will run from the small roof mounted panel transceiver to a wireless router inside the property. This will be fitted by a trained engineer as part of the installation package. To provide a consistent quality of service, we provide a standard wireless router, shown here, as part of this installation package. If you already use a router, then you can keep that and simply connect your existing router to the new one.

## Network Coverage

Whilst we currently cover the Yorkshires and Tees Valley, we have a number of Introducer and Reseller networks in the North East and Nottingham area

We grow our network exponentially through rural communities and businesses that cannot gain any significant speeds or justify the costs of delivery from the more traditional Network Operators.



(Network Coverage correct as of Dec 2014)

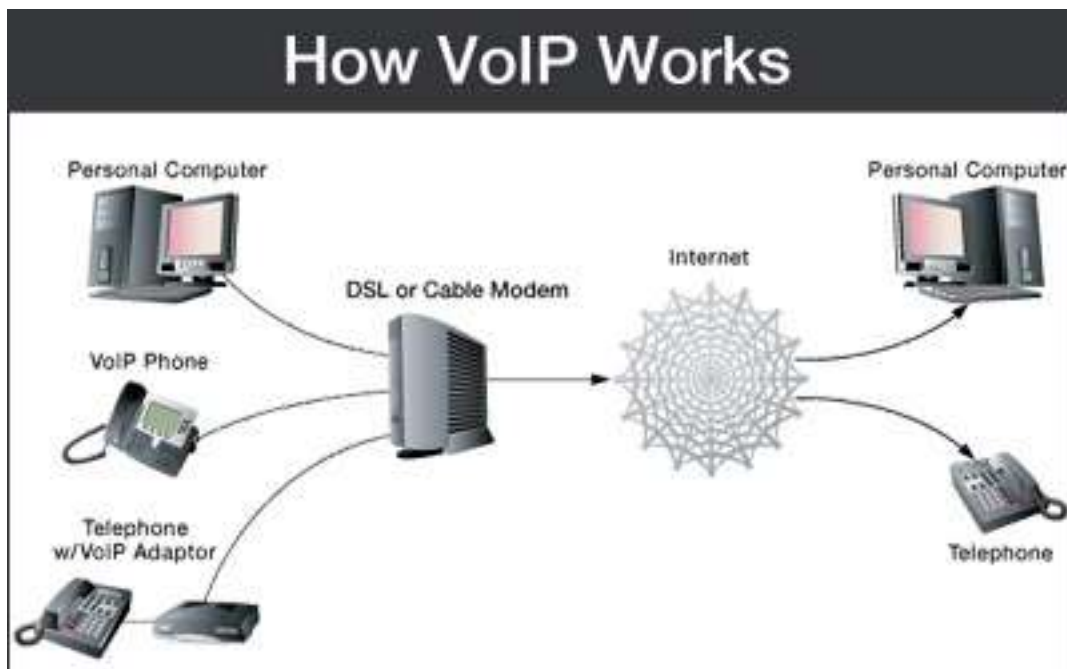
## VOIP

One of the benefits of wireless broadband is that it does not require any sort of fixed landline running to your property. That means that if you are happy to use your mobile phone as your main phone, then you can give notice on your landline, saving the cost of that.

An alternative option - which still does not require a landline – is VOIP, the acronym for Voice over Internet Protocol.

VOIP phones connect to the national telephone network through your wireless broadband connection. You may need to purchase a new handset or an adaptor to use existing handsets. Alternatively some computers and smartphones can use VoIP technology.

For a one-off charge you can transfer – or “port” - your existing landline number although this is not essential. If you do not take up this option you will get a new number.



## Costs

LN offer two types of packages – residential and business.

### Residential packages

The terms of the residential packages are as follows:

- ▶ They are based on a 12 month contract with a 30 day notice period
- ▶ Subscriptions are monthly by GoCardless direct debit
- ▶ There is an additional one-off installation cost of £150 to include supply, installation and testing of the house transceiver, cabling and router
- ▶ No landline is required for this service
- ▶ VOIP (Voice over Internet) phone services are available (at extra cost – see later)
- ▶ It provides a contended service – that is the speed of your connection may vary depending on the number of people simultaneously using the wireless link.
- ▶ The network is monitored 24 hours a day, 7 days a week
- ▶ Responses to calls will be within 8 hours and network fixes will be completed within 48 hours
- ▶ You will be provided with a public IP address
- ▶ Prices are set out below and based on a 12 month contract.

Package	Payable by direct debit
10Mb/s download and 5Mb/s upload	£19.99
20Mb/s download and 10Mb/s upload	£29.99
30Mb/s download and 15Mb/s upload	£44.99

**Table 1 – Standard Residential packages – per month, VAT inc**

## Business packages

The terms of the standard business packages are as follows:

- ▶ They are based on 12, 24 or 36 month contract periods.
- ▶ Subscriptions are by GoCardless direct debit
- ▶ There is a one-off installation cost of £150+VAT.
- ▶ Business package routers are sold separately and specified to requirement
- ▶ No landline is required for this service
- ▶ The standard business package provides a contended service but business users will get usage priority.
- ▶ An uncontended service option is available on application.
- ▶ Callout priority over residential subscribers
- ▶ Call response within 4 hours, fix within 8 hours
- ▶ Business package subscribers will be provided with one static IP address, and may purchase more at a rate of £5 per address per month.

Package	12 months	24 months	36 months
10Mb/s download / 5Mb/s upload	£35.00	£45.00	£55.00
20Mb/s download / 10Mb/s upload	£50.00	£60.00	£70.00
30Mb/s download / 15Mb/s upload	£65.00	£75.00	£85.00
Bespoke - 30Mb/s download / 15Mb/s upload	£34.99	£34.99	£34.99

**Table 2 – Standard business packages – per month, VAT will be added**

The bespoke package deal is specially negotiated for home workers subscribers who are eligible for the Superfast Britain voucher scheme.



## Service Level Agreements:

The service levels associated with the packages are set out below.

Service	Residential packages	Business packages
Response times	<ul style="list-style-type: none"> <li>▶ 8 hours response</li> <li>▶ 48 hour fix</li> </ul> <p>Weekdays service</p> <p>Out of Hours call-out charged at £150 + VAT</p>	<ul style="list-style-type: none"> <li>▶ 4 hours response</li> <li>▶ 8 hour fix</li> </ul>
Technical Support	<p>Mon to Fri    09:00 to 20:00</p> <p>Weekends    10:00 to 16:00</p>	
Network monitoring	24/7/365	

## VOIP charges

If you would like to use the VOIP service, either at the outset or subsequently, then the charges for VOIP products and services are set out in Table 3 below. Note that business subscribers will be charged VAT on top of these figures. The services are

- ▶ Pay as you go (PAYG) package means that you pay a small monthly charge and the additional call charges as and when you make calls. Details of call charges are available on request but in summary
  - Peak rate to landlines – 1p/min
  - Off peak / weekend to landlines - 0.5p/min
  - Mobiles - 8.5p/min
- ▶ The UK 01,02,03 landline package enables you to unlimited calls to these landline numbers in return for a monthly charge

You cannot use an existing phone handset with VoIP; you will need an analogue telephone adaptor those sites between your conventional handset and the new router. If you have an existing system with a base unit and several handsets you only need one adaptor. Alternatively you can purchase a specially designed VoIP handset.

For a one-off charge you can transfer – or “port” - your existing landline number although this is not essential. If you do not take up this option you will get a new number.

Package	Ongoing per month	One-off
Pay as you go – rental (additional as used call charges apply)	£6.00	
UK 01,02,03 landlines	£14.00	
VoIP adaptor		£40.00
Port number		£20.00
VoIP phone		£80.00
Additional VoIP handset		£40.00

**Table 3 - VOIP charges**

## Superfast Britain Voucher scheme

Although we are not benefiting from funding from the government's main programme to provide fibre-based broadband services, there is another scheme that can be used to help you get a robust and resilient wireless network in place.

The Superfast Britain Voucher scheme was launched in 10 cities across the UK in 2011 partly in response to reluctance by traditional fibre cable providers to provide cable to certain localities. From 1<sup>st</sup> April 2015 the scheme has been extended and now covers your area.

The scheme provides a voucher worth up to £3,000 and which can be used to fund the capital costs of providing the service with an approved service supplier, of which LN is one. It can only be applied for by Small and Medium Enterprises and the same rules apply for charities and not-for-profit organisations. The eligibility criteria are

- ▶ You employ less than 250 people or volunteers
- ▶ You have a turnover of < than €50m (around £41m) and/or have a balance sheet of < €43m (approx £35.5m)
- ▶ You have received less than €200k in public grants in the last 3 years
- ▶ You do not operate in sector which is excluded from the Scheme
- ▶ You do not have a parent company or linked enterprise which does not meet the eligibility criteria

Because they are targeted at businesses, Super Connected City Vouchers can only be offered on business packages starting at 30 Mbps contended or 20 Mbps uncontended.

For people using SCC vouchers, LN will offer a specially priced SOHO (Small Office/Home Office) package as follows

- ▶ Initial contract of 12 months
- ▶ Free installation
- ▶ Priority network traffic over Residential users
- ▶ Priority Fix time frames – the service levels for business packages are 4 hours response 8 hours fix
- ▶ No landline required
- ▶ VoIP available
- ▶ Prices are per month subscriptions plus VAT

## What to do next

The easiest way to get your community connected is to

- ▶ Register your community at <http://www.ilovebroadband.co.uk/community-sign-up/>
- ▶ Encourage residents and businesses to register their interest by using the appropriate registration button at <http://www.ilovebroadband.co.uk/request-for-community-broadband-connectivity/>
- ▶ Establish a local Champion(s) who will help drive the project forward and provide the all-important local knowledge.

When we are ready to take orders

- ▶ Register online at [www.ilovebroadband.co.uk](http://www.ilovebroadband.co.uk)
- ▶ Follow the email instructions sent from LN Communications
- ▶ Set up the Go Cardless direct debit. No money will be taken until the service is operational.

You will then be contacted to arrange a time for installation.

If you are applying for a business package and believe you would be eligible for a Super-Fast Britain City voucher then you should contact Simon Hayhurst at LN Communications for advice on how to complete the application as you will need a quote from us to complete the application.

## Questions

If you have any general questions then you can contact

Simon Hayhurst – Commercial Director for LN Communications Ltd –

0113 320 37 37 or

[shayhurst@LNCOMMS.net](mailto:shayhurst@LNCOMMS.net)