

## Questions (in red) from an interested group in Wrenningham to County Broadband

Answers provided from Donna Dixon, County Broadband (in black) given on 24<sup>th</sup> May 2021

### General

1. Do you require Parish Council Support? Or is it ok to have a team drawn from the village to work with?

Parish Council support has historically helped to complete the project quicker. However, a group of residents has also worked well too.

2. Confirm the triggers that will allow the project to start.

The initial stage requires 40% of residents to register interest to allow the project to go ahead. Once this threshold has been reached the pre-order stage requires 25% of the village to commit to ordering the service

3. Likely timetable?

18 months (from project 25% pre-order point to village “go live” – typical)

4. How likely are there to be constraints implemented by Openreach?

Before the project areas are decided a lot of research has already gone into the village and the design has been drafted. As we are affiliated with Openreach and have a PIA (passive infrastructural access) there are no known constraints

5. Can we have some contact details for other Parishes that are further down the line, ideally, where they are already operational?

County Broadband is building/starting build in the following Norfolk villages: Aslacton, Banham, Blo Norton, Bressingham, Bunwell, Carleton Rode, East Harling, Forncett, Great Moulton, Kenninghall, Needham, North & South Lopham, Old Buckenham, Pulham Market, Pulham St. Mary, Quidenham, Shelfanger, Starston, Tibenham, Wacton, Winfarthing

I (Donna Dixon) can provide contact details on an individual basis for villages in Essex. We already have our first village built in Norfolk and we are expecting to connect it in July of this year.

## Costs and Contract

1. What are the packages available - speeds etc?
2. What is the basic cost of each package?

Speed	Cost per month	Notes
50Mbps	£28	Six months free 300Mbps trial
300Mbps	£48	£28 for first six months
600Mbps	£55	£29.50 for first six months
900Mbps	£80	

### 3. Will there be offers for early adopters

The above price structure includes a promotional offer. Those that pre-order will receive free installation worth £225.

### 4. What is the cost of a home phone solution? Do I have an option to take out a phone only plan with another provider using my existing copper?

Plan	Cost per month	Service
Basic	£6	Unlimited calls to UK Landlines starting 01, 02, 03
Standard	£13	Unlimited calls to UK Landlines starting 01, 02, 03 and UK Mobiles
International	£17	Unlimited calls to UK Landlines starting 01, 02, 03 and UK Mobiles plus selected international numbers

If you choose a phone package, please be aware that there will be a one-off charge of £15 on commencement of service. (this is to offset the charge from Ofcom). However, if you order a phone service along with a fibre service you will get the 1st 3 months free of charge.

You do not have to have a phone service with us. You can still have phone only plan with another provider using your existing copper

5. What is the length of the contract?

24 Months

6. If I commit to County Broadband, but am currently under contract to another provider, will my quote for services be honoured.

When we connect you, we will allow you to use our County Broadband service free of charge for up to 12 months to honour (*organise the exit period from*) your existing contract.

7. After the contract has elapsed must I recontract with County Broadband or can I just let it roll on?

After 24 months you will be able to recontract etc.

8. What controls are there on price rises during the contract and at contract renewal stage?

Prices are guaranteed for the contract period. Any price increase after that we will be guided by Ofcom. It is not our intention to increase any prices above the regulatory amount.

9. How easy is it to swap between packages?

You can go up in packages (speeds etc) during an existing contract period but not down.

10. Will other ISP's have access to the infrastructure after a given period?

It is our intention to provide open access the CB network to allow other internet service providers to use the CB network. No dates are yet available.

## Telephone Service

1. What is the monthly cost for the telephone VOIP service?

Please see table above

2. Clear monthly costs for the County Broadband VOIP telephone service.

Please see table above

3. Describe clear costs covering VOIP call rates ie on a per call basis or a flat rate basis, where these alternatives exist.



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4. What are the user-features of the County Broadband VOIP service eg Caller ID etc or do such features involve further charges from 3<sup>rd</sup> parties?

As the telephone service is an add on to our Real Fibre network, at this moment in time there are no additional features such as call minder etc. However, most phones have a digital display to identify the caller.

5. If we choose the County Broadband VOIP service, can we transfer our existing BT landline numbers to use for the County Broadband VOIP service?

Yes, you can. If you choose a phone package, please be aware that there will be a one-off charge of £15 on commencement of service. (this is to offset the charge from Ofcom). However, if you order a phone service along with a fibre service you will get the 1<sup>st</sup> 3 months free of charge.

6. Alternatively, can we use a third part VOIP provider on the County Broadband fibre line, by making our own arrangements? If so, presumably, this would not involve any additional “VOIP” related charges from County Broadband, over and above the broadband charges? Please confirm or describe.

No this is not possible. Your choice is to take VOIP with us or stay with their current provider.

## Support

1. Do you guarantee the home WIFI signal - BT/SKY now providing mesh solutions?

All internet service providers will only guarantee 2/3 of speed. Fibre is more reliable than the current BT/SKY solutions and should it be required we do have boosters available

2. What are the opening hours for your service desk?

Our sales and support teams are available:

**Mon – Fri: 8am – 8pm**

**Saturday: 9am – 5pm**

3. What are the wait times for support calls?

We have a dedicated support team that aims to answer all calls within 3 minutes depending on volume of calls. We have a call back system in place where you do not miss your place in the queue and online contact forms that are answered as soon as they are received

#### 4. What are the wait times for engineer callouts?

Residential: 24 – 48 hours

Business – 24 hours

## Install

#### What does the installation process involve?

As we are affiliated with Openreach and are permitted to use their current poles and ducts. The build will involve approximately 70% overhead and 30% underground, depending on what is currently in place in the village. We will install our own cabinet in the village where we will feed the fibre out to each property. We are not looking to dig up the roads to build the network unless there are damaged poles or ducts which need replacing. There will be minimal disruption to the village for a huge benefit.