

Frequently Asked Questions

1) What are my options for broadband?

BT plc have formally announced, via their High Level Complaints team on November 13, 2006 that there are no plans to provide the copper overlay on the fibre necessary for the Brodsworth Way Estate to have land line delivered broadband at any point in the future, due to “complex logistical problems”. See http://www.billsavers.co.uk/broadband_why.asp

2) So are BT obliged to offer this service to me?

No. Under the terms of their Public Telephone Operator Licence (PTO) BT are not obliged to offer a Broadband Offering and whilst over 98% of the population can be serviced by BT, there are approximately < 2% (including Brodsworth Way Estate) that cannot be serviced.

3) So can I have broadband from some other ‘BIG’ company?

No. When the Brodsworth Estate was built BT laid fibre optic cables. Broadband needs a metal connection to work. Most providers such as Talk Talk (Carphone Warehouse) / Sky / AOL / Tesco, etc., etc. all utilise BT’s infrastructure to deliver their services (i.e. re-branding) unless they have undertaken to ‘unbundle’ the exchange i.e. place their own equipment in the BT exchange. This is known as Local Loop Unbundling (LLU).

4) So what are my options?

Sit tight and wait for BT to install some form of DSL offering in post 2009 or evaluate the option to access broadband via a Community Based Wireless Internet Service Provider (WISP) scheme, such as Intelesis (billsavers).

5) So who are Intelesis?

Intelesis has been trading since year 2000 and has many years in the telecommunications industry in delivering services to major corporations who expect World Class Customer Service.

6) So what are intelesis offering?

The offering will be a Wireless 2 MBit/sec symmetrical broadband service (SDSL).

7) What's the difference between SDSL broadband and ADSL broadband?

ADSL broadband has only a fast download speed but a slow upload speed of 256KBp/s, almost the same as dial-up connection. SDSL broadband, on the other hand, is very fast for both downloading and uploading.

Great for uploading pictures, sending video clips / emails with attachments and online gaming e.g Xbox Live

8) Your service is looks more expensive than some providers especially when you see "free" broadband advertised everywhere?

Yes, our service is more expensive than some providers, but 'other' providers do NOT any thing free; ever. They are not charitable organisations. The more people who sign up the lower the monthly charge will be. Also remember that these companies are only offering ASDL at 2Mbps we are offering 2Mbps SDSL Broadband, an offering only offered to business; and is approximately £4000 a year more expensive than our broadband service. Please look at the following website: -

www.btbroadbandoffice.com/broadband/advanced_sdsl/prices

9) So when will the service be available?

We need to get at least 100 households signed up to launch the service. So please encourage your neighbours to sign up, then we can lower the price of the service and launch it far sooner. Plus we offer a 20% discount off your standard broadband provision for one month.

10) OK, so you have 100 households when is it going to happen?

After the first 100 households we can set up all the equipment. It should take about 1-2 months. So it should be up and running by the middle of January 2007. See the counter for subscribers

<http://www.billsavers.co.uk/broadband>

11) What equipment do I need?

We provide you with a subscriber unit that fits on the side of your house. An Ethernet cable then goes into your house, which is attached to a router (not provided). This can either go straight to your computer by another Ethernet cable. Or, you can use a wireless router and if your PC or laptop is enabled you can connect it wirelessly (It

needs to be capable of supporting Wireless LAN (**WLAN 802.11 a/b/g**) protocol. If your laptop or PC is not, you can either buy a card which slots into your computer or a USB wireless dongle. All of these products, along with the latest Internet security software can be bought securely from this website.

12) So what happens now I have signed up?

We will be contacting you shortly to arrange a convenient time to come and fit the subscriber unit. You will also receive a letter next 5 days with your username and password.

13) What happens once the service goes live?

We will send an engineer to install the equipment for you and will also help you set up your computer(s) with a wired and/or wireless access to the service.

14) Why am I paying for a connection charge of £149.99?

As the service is delivered wirelessly, there is a requirement to place a small receiver on the side of the house and as such there is a cost attached to this equipment, which end users are expected to pay for. As this is a 'one-off' project, all costs must be recovered within the scope of the project.

15) What happens when we want to upgrade the bandwidth?

If enough people are interested in upgrading the speed of their link, Intelesis will provide additional bandwidth as the need arises.

16) What other costs are there?

None Just any hardware that will be required Please call us on 0906 094 8735, if you have any queries over what may be required.

17) What happens if our service goes off?

Intelesis has spent much time and energy in understanding which location and which technology is

best suited to delivering this project. However, Nothing can be guaranteed for 100% uptime; it's a radio based service, whilst not affected by precipitation, can be affected by aspect relative to the mast.

18) Can I claim compensation, if the service is off?

Unfortunately not. We are offering a reasonable best endeavours service. BT do not offer compensation on their Broadband service and such we cannot do this either.