

# B4SH

Broadband for Surrey Hills Ltd, 4 Swaynes Lane, Guildford, Surrey GU1 2XX  
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## Frequently Asked Questions about B4SH's service

### **Can we trust the network to be reliable?**

"Good broadband is boring, it just does what it should do", said Chris Conder, one of the founding team at Broadband for the Rural North (B4RN). We are replicating their proven network design to allow our network to be just as reliable.

As we will not use any existing networks, we will install new fibre and use the latest technology. However, new does not mean untested, B4RN have approaching 5,000 customers currently connected and we will be linking to their network.

### **Why the Surrey Hills?**

Walter Willcox, one of our founding directors, became involved with B4RN in 2010 and was so delighted with their progress he wanted to introduce the same service to the Surrey Hills where he recognised that there were many areas of poor service but sparse populations resulting in current suppliers being unable or unwilling to install new fibre services.

### **Is the service proven?**

We are modelling ourselves on, and receiving technical support from, the highly successful Broadband for Rural North (B4RN) who offer a corresponding service to the community in Lancashire/Yorkshire/Cumbria. We will connect into B4RN's data centre in London, which provides worldwide connectivity and facilities for the continuous monitoring of our network.

### **Is my service monitored for faults?**

Yes. The service will be monitored remotely 24/7 and network faults will be flagged to local teams. After first line support has ruled out a problem with the customer's equipment, we will visit the fault site, locate and repair the fault. Many faults are quickly resolved over the phone.

### **Will you use BT's network?**

No. We are installing a brand new, full fibre network. It will use the latest fibre-optic technology, rather than ageing copper wires, so will be more reliable.

### **What does 'hyperfast' mean?**

We will offer, as standard, a 1,000 Megabits (1 Gigabit) per second symmetric service (same speeds upload and download). Most suppliers only offer residential customers an asymmetric service (fast download and much slower upload). Other suppliers' symmetric services tend to be available only to businesses, and very expensive.

### **Will my service be slower if I'm not near your main fibre route?**

No. The B4SH network is full fibre to the premises so will connect straight into the home or business. No copper, no delay, reliability problems reduced and distance no issue.

The Surrey Hills is a rural AONB and homes and businesses can be sparsely situated. Current suppliers connect customers to cabinets using copper wires and some at great distance. The speed offered to these residents is affected by how close they are to the cabinet, and the more rural you are, the longer the line can be.

### **Will you do all the installation?**

We will install the main fibre route and provision for service for all properties we pass. Payment of the installation fee will cover the cost of all the equipment (duct, fibre, router, gas

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block box) and installation to connect your home, but the property owner will need to dig in (or lay) the duct across your own land.

## **I like what I hear about B4SH, what can I do to help?**

1. Invest
2. Volunteer (this is an evolving list)
  - 2.1. Talk to possible investors. We are being funded by the community and have already raised a significant amount but more funding is needed
  - 2.2. Help us plan the route using your local knowledge
  - 2.3. Come forward if you have knowledge of mapping software
  - 2.4. Help us set up our CRM (customer relationship management) software
  - 2.5. Help us with digging or excavating trenches, chambers etc
  - 2.6. Blow and fuse fibre – if you already have these skills please get in touch, if not we can train you
  - 2.7. Do leaflet drops
  - 2.8. Become a Local Champion. We need people to help us co-ordinate with their neighbours, represent their area or just talk to your neighbours, find out about levels of interest for us.