



## **Frequently Asked Questions**

### **Why should I sign up with HCB?**

We expect that all Heriot residents will gain from our service even although some may consider their current service via the Heriot Exchange adequate. Those further away from the exchange will certainly find the service to be a major improvement to existing connections.

The BT exchange may be upgraded under the “Next Steps” programme in 2017.

### **How will I be billed?**

Billing will be by Direct Debit via Go-Cardless. The system is secure and Heriot Community Broadband will not have access to your account details. HCB can increase amounts but you will be notified in advance of this.

### **How much can I download each Month?**

This depends on the tariff you choose, for our basic starter package at £25 a month there is a download limit of 200GB over 30 days which should be sufficient for a family with young teenagers. Those with older teenagers and young adults may prefer to take out a larger data tariff.

### **Can I watch live TV, use iPlayer and Catch up TV?**

A community network of this sort will not support people wanting to watch live TV over the Internet, especially in real time and/or high definition. However, there should be no problem in using the Internet for catch-up downloads using the BBC iPlayer or similar service. As a general guidance, large downloads especially high definition should be confined to periods of low usage, primarily between midnight and 6am.

### **How much will it cost a month?**

HCB service starts at £25.00 a month for 200GB usage with a minimum 1 year contract and subject to terms and conditions.

Other Packages:

350GB -£37.50 a month

500GB- £50.00 a month

10000GB- £75.00 a month



### **How much will it cost to install?**

For Heriot Residents HCB provide all the initial equipment and install it for free. Damage to the equipment due to neglect will need to be replaced at the subscribers cost. For subscribers out-with Heriot there will be an initial installation charge of £300 per connection, which includes equipment and installation.

### **What equipment will I have in my house?**

You will be given a small box (router) that plugs into your computer and is connected by cable to a small antennae on the outside of your house, which is in line of sight of a mast or relay antennae.

### **Why do we have to pay if it is funded by Wind Farm Grants?**

Wind Farm Grants are for setting up the infrastructure and supplying the initial equipment. To provide the broadband service HCB subscribe to HUBS who provide the network link to the Internet. The charges we apply to our service are to cover these costs, for maintenance of the masts and replacement of equipment. They also cover the provision of a support system to report and mend faults.

### **Who profits from my payments?**

At present HCB has about 100 subscribers and needs about 70 subscribers just to cover costs and outlays. The additional income received from subscribers is used for maintenance of hardware, repairs and replacements and to provide a support and maintenance team. As a Community Initiative Company (CIC) we are not allowed to hold profits. Accounts will be submitted to Companies House on an annual basis to ensure that members are fully aware of the status of the company.

### **What speeds can I realistically expect from the HCB system and how much can I download?**

Our target is to provide a symmetric service of at least 25 Mbps upload and download for at least 95% of the time. Actual speeds will often be greater than that but at times of heavy usage speeds may fall below the target due to network congestion. You can keep an eye on your data usage by going to <http://my.sdcn.hubs.net.uk/>. It shows the previous 30 days usage.

### **Who do I speak to if something goes wrong?**

There is a support service provided by HCB, and details will be provided in your contract although you will be expected to do simple checks before approaching HCB e.g. checking for power, re-starting your router etc.



**If there is maintenance needed to the system how long might I be offline?**

This will depend on whether the repair can be fixed remotely, or whether access is required to the property. Repairs to physical damage will depend to some degree on the cause. HCB undertake to replace faulty equipment we supply in the event it fails during a warranty period.

**I would like to use HCB as my broadband provider. What's the next step?**

Simply visit our website at [www.heriotbroadband.co.uk](http://www.heriotbroadband.co.uk) and fill out and submit the registration form.

We will then put you on our request for service database and aim to get back to you within a few weeks to let you know a timescale for a connection. If you are in line of sight of a mast and we have the equipment we will hope to connect you within a few months of your request, sometimes it takes longer if there are difficulties in finding a line of sight. We now cover most of Heriot even the most remote farmhouses and cottages.

This document may be subject to change.