

future fibre™ - Connecting Communities

SERVICE DESCRIPTION

1. Overview

1.1. Future Fibre™ - Connecting Communities service supplies the entire infrastructure required to provide your community or organisation with Internet connectivity using an “Infrastructure as a Service” commercial model.

1.2. The service is targeted at landowners, landlords, local authorities, housing associations and other organisations that manage large estates of residential accommodation (landlords).

1.3. The service can be made available to property estates with at least 200 residential units however bespoke projects can be discussed.

1.4. The service is primarily designed to ensure that all members of your community can access the Internet from their home. Providing Internet connectivity to all members of the community provides significant benefits both to the community members and to your organisation:

1.4.1. Community members can communicate with your organisation at no cost to provide you with important information, for example to request a property repair, to claim a special dispensation or benefit, or even to pay their rent.

1.4.2. SOCITM research has indicated that the typical cost of an online customer transaction for an organisation is 15p, compared to a telephone transaction at £2.83 and a face to face transaction at £8.62. From this research it is clear that the potential for savings by shifting interactions with your Community to the online channel are huge.

1.4.3. The Valuing Digital Inclusion 2014 report by Just Economics calculated that being online generates between £1,064 - £3,568 of benefit to each user each year.

1.4.4. A study by the consultancy firm Booz and Co concluded that when people manage their health with the help of the internet then they found a 45% drop in mortality rates, 20% drop in emergency admissions and a 14% drop in elective admissions

1.5. The Connecting Communities service is paid for by the Landlord and requires no payment from the resident / tenant. It provides for a range of Internet access services starting at an entry level 5Mbps for both downloaded and uploaded data however; alternative options are available.

1.6. The Infrastructure supplied by Future Fibre™ includes all of the equipment required to get every member of your community online including:

1.6.1. A high bandwidth “backhaul” connection to the internet running at 1Gbps or more.

1.6.2. An aggregation node that terminates the backhaul connection and distributes the Internet bandwidth to the members of your community.

1.6.3. Last-mile fibre optic cabling from the aggregation node to each access point within your buildings.

1.6.4. Optical network terminals (ONT) at each access point

1.6.5. Wired and Wireless (Wi-Fi) routing capabilities at each access point for the connection of internet access devices (laptops, tablets, smartphones, games consoles etc.) owned by community members.

1.7. Once the Future Fibre™ infrastructure is installed at a property; the resident or the landlord (on behalf of the resident) will have the opportunity of procuring upgrades to their Internet services directly from Future Fibre™ at speeds of up to 1Gpbs.

2. Service Qualification Criteria

2.1. The minimum order volume for the Connecting Communities service is for 200 properties.

2.2. The properties that are provided with the service must all be within a single “neighbourhood”. The “neighbourhood” may consist of a single building containing 200 or more properties (for example a large tower block) or it may consist of a number of neighbouring property blocks which together make up 200 or more properties (for example a housing estate). The maximum distance between neighbouring property blocks within a “neighbourhood” should typically be no more than 50 meters. This can be extended, for example if there are existing utilities ducts between blocks that the landlord can make available to Future Fibre™ for the distribution of its fibre optic cables. We will always work with the landlord to identify the best solution.

2.3. An organisation can request that the service is installed in multiple “neighbourhoods” that they operate within as long as each “neighbourhood” has a minimum of 200 properties.

2.4. Each “neighbourhood” will usually need to be within 1Km of a suitable dark-fibre to which Future Fibre™ can connect for its backhaul service. This will be assessed by Future Fibre™ as part of the site-survey we undertake prior to accepting an order for the service.

2.5. The landlord will work with Future Fibre™ to identify a suitable location for its aggregation node. The space typically needs to be 5m x 5m. Examples of spaces that could be used might be; space on the roof of a building, a disused gate-house, a disused laundry room, an unused parking space and an unused space in the waste collection area. We will work closely with the landlord to identify appropriate locations.

2.6. Future Fibre™ and its partners and subcontractors have successfully installed infrastructure onto many different types of building, both new builds and retrofitted to existing buildings, including buildings within conservation areas. As part of the initial site survey Future Fibre™ will assess the feasibility of installing its infrastructure within the requested “neighbourhood” and produce a full Risk Assessment and Methods Statement (RAMS) document to discuss and agree with the landlord prior to installation works commencing.

3. Backup & Restore

3.1. Future Fibre™ - Connecting Communities provides a simple internet connection into each property. None of the customer’s data is stored within the Future Fibre™ network. As such the concept of a backup & restore process is not applicable in this case.

4. Typical On-Boarding Process*

- 4.1. Landlord contacts Future Fibre™ - richard@futurefibre.co.uk
- 4.2. Future Fibre™ conduct site survey on requested neighbourhoods and produce survey assessment and RAMS documentation.
- 4.3. If proposals are acceptable to the ordering organisation and Future Fibre™ then the parties will enter into a service contract.
- 4.4. The landlord will provide Future Fibre™ with any plans that they hold for the neighbourhood, a full list of addresses to be served including UDPRN details and post codes, and details of any ducts that could be made available to Future Fibre™.
- 4.5. Future Fibre™ will produce and deliver a letter, content to be agreed with the landlord, to each of the properties within the “Neighbourhood” explaining that work will be undertaken to fix the fibre optic cables onto their buildings - first fix letter.
- 4.6. Future Fibre™ will install its aggregation node and run fibre optic cables to the outside of each property to be served - this is designated the first fix.
- 4.7. Future Fibre™ will then produce and deliver a second letter which explains the services that are now available to the resident and asking them to contact us to arrange a suitable time for us to carry out the second fix installation.
- 4.8. The second fix installation typically takes no more than one hour but requires us to enter the resident’s property in order to install the resident’s router. All of our engineers carry identification badges and residents are provided with a helpline number for them to contact if they have any questions or concerns.
- 4.9. On completion the engineer will take a photograph of the installation they have completed and ask the resident to sign a form to confirm they are satisfied with the installation of the equipment.
- 4.10. Within three working days, the resident’s service will then be provisioned on the network. Future Fibre™ will produce and deliver a final letter for the resident confirming that their service is now operational, providing instructions on how they can connect to their internet service from their electronic devices and the contact details for Future Fibre™ should they experience any problems with their service.

** This process can be fine-tuned (where appropriate) to better meet the requirements of the landlord if required.*

5. Off Boarding Process

5.1. The service contract with the Landlord is for 24 months, during this time the landlord will be liable for the monthly fee for each property that has been provided with network capability.

5.2. If the landlord wishes to terminate their service prior to the end of the 24 months then a cancellation fee will be payable equivalent to the remaining fees due through to the end of the contracted period.

5.3. On termination, Future Fibre™ will retain permission to use its infrastructure to supply internet services to those residents who are willing to pay a commercial rate for those services. Future Fibre™ will enter into a separate service contract with these residents outside of the scope of this Connecting Communities service. At this point all service obligations and liabilities between Future Fibre™ and the Landlord will cease.

5.4. The rights for Future Fibre™ to maintain its fibre-optic cables in and on the properties and operate its aggregation node from the agreed space will survive the termination of the service agreement.

5.5. On termination of the service, Future Fibre™ will produce and deliver a letter to all residents previously receiving the Connecting Communities service informing them of the date on which the service will cease and offering them the opportunity to purchase a paid internet service directly from Future Fibre™.

6. Service Management Details

6.1. On a day to day basis, service management will occur directly between the resident and Future Fibre™. As part of the onboarding process the resident will be provided with details of how to contact Future Fibre™ should they have any questions or concerns about their service.

6.2. The Future Fibre™ Connecting Communities helpdesk is manned by a live agent between 9am - 5pm each working day. Outside of these hours residents can send a message to the Future Fibre™ helpdesk which will be sent to the on-call representative.

6.3. Future Fibre™ will log all contacts from residents within its CRM system. Most questions can be answered, and service issues resolved during the first contact between the resident and Future Fibre™.

6.4. Occasionally issues are more complex and have to be escalated to our technical team for further investigation. Under these circumstances Future Fibre™ commits to contacting the resident within three working days to explain the outcome of the technical investigation.

6.5. If the technical investigation concludes that an engineer site visit is required, then Future Fibre™ will arrange for a suitable time for an engineer to visit the property in order to undertake any necessary repairs. We will endeavour to make this appointment within five working days of the conclusion of the technical investigation; however this is dependent on the availability of the resident.

6.6. If at any point during this process the resident is dissatisfied with the service they are receiving, then the resident can request that the issue is escalated to the Future Fibre™ Management team. Upon escalation a member of the management team will investigate the case and respond to the resident within five working days with a summary of their findings and a proposed resolution.

6.7. If the resident is still dissatisfied with the response then the resident will have the opportunity to escalate their case to the telecommunications ombudsman for an independent review of the case.

6.8. It will be made clear to residents that the service is supplied by Future Fibre™ and that the first port of call for any service related questions and concerns should be to the Future Fibre™ helpdesk and not to the landlord.

7. Training

7.1. Once the resident's service is provisioned, Future Fibre™ will deliver a letter to the resident which provides them with all of the details they need in order to use the Connecting Communities Internet service successfully.

7.2. Future Fibre™ will recommend 'UK Online Centres' by promoting their 'Learn My Way' digital training tools to residents.

7.3. We are happy to work with the landlord to develop bespoke training for residents that can be delivered at a location provided by the landlord. Pricing for the development and delivery of this bespoke training would be based on the SFIA rates published with this G-Cloud entry.

8. Ordering & Invoicing Process

8.1. Landlords should check the Service Qualification Criteria in section 2 to ensure that the proposed area for installation of services meets the criteria. Landlords are not expected to know the location of dark fibre in relation to their properties. This will be checked by Future Fibre™ once the request for service has been placed.

8.2. The Landlord should e-mail Future Fibre™ using richard@futurefibre.co.uk. The subject line of the e-mail should be "Connecting Communities Service Request".

8.3. The e-mail should include the contact details of the landlord's representative that will be processing the service order.

8.4. The landlord should attach to the e-mail a spreadsheet that lists each of the properties the landlord wants connected to the Connecting Communities project. This must include one line for each property to be connected. The full address of the property including the postcode (ideally in its own column), and if the property is within a block the name of the block the property is within.

8.5. Future Fibre™ will use the postcode information supplied to plot the properties onto a map and investigate where the nearest dark fibre to the properties is.

8.6. Future Fibre™ will inform the landlord whether there is accessible dark fibre sufficiently close to the requested properties to enable the installation of the Connecting Communities service. Future Fibre™ will endeavour to obtain this information for the landlord as quickly as possible but the landlord should be aware that it can take up to 90 days to obtain this information in some cases.

8.7. If dark fibre is available, Future Fibre™ will arrange a suitable time for their engineers to conduct a site survey. During this survey our engineers will look to establish a suitable location for the aggregation equipment, locate any ducts and risers that could be used to run the fibre-optic cables, plan the routes required for any new ducting and plan the routes of fibre optic cables to each of the properties requiring service. A representative of the landlord will need to be on site to accompany our engineer during the survey and provide access to riser cupboards, duct work, communal areas and the roof of the building where accessible.

8.8. At this point the landlord will be required to provide any floor plans they have in relation to the properties to be served.

8.9. Following the site survey the engineer will draw up the details of the installation and create the associates RAMS documentation for the installation.

8.10. If the site survey is successful, Future Fibre™ will provide the landlord with the report, RAMS documentation, contract and order form for their review. If the Landlord is satisfied with the documentation supplied, then they should sign the order form and return to Future Fibre™ for their acceptance.

8.11. Once the order has been signed and accepted by Future Fibre™ then the on-boarding process will proceed as detailed in section 4.

8.12. The monthly fee becomes payable for each property following the delivery of the 2nd fix letter to the property.

8.13. The monthly fee will be paid on the first working day of the month following the delivery of the 2nd fix letter and then on the 1st working day of each of the 23 subsequent months.

8.14. Payment will normally be via Direct Debit.

8.15. If the landlord is unable to pay by Direct Debit then they will have the option to pay for the full fee covering all 24 months of service up front as one lump sum.

8.16. Future Fibre™ will provide the landlord with a VAT invoice detailing the amounts charged.

9. Termination Terms

9.1. The Landlord has the right to terminate the service without cause at any point by providing Future Fibre™ with 45 days' notice.

9.2. Upon notice, Future Fibre™ will write to each resident providing them with at least 30 days' notice that their Connecting Communities service will cease. Each resident will be offered the opportunity to take an alternative Future Fibre™ service at the standard commercial rates.

9.3. Upon receiving notice Future Fibre™ will invoice the landlord for all outstanding monthly fees for the remaining term on each property. The Landlord will be required to settle this invoice within 30 days of the invoice date.

9.4. The right for Future Fibre™ to maintain its fibre-optic cables that have already been installed into, over, through and under properties and the right for Future Fibre™ to continue to use the space allocated for its aggregation equipment will survive the termination of the service.

9.5. Future Fibre™ has the right to terminate the service in the case of:

9.5.1. Insolvency of the Landlord

9.5.2. Material Breach of the Terms and Conditions by the Landlord

9.5.3. Failure to make payments

9.6. If Future Fibre™ terminates for one of the above causes, then any outstanding service fees must be paid immediately.

10. Data Processing & Storage

Location

10.1. Not Applicable

11. Data Restoration / Service Migration

11.1. As well as receiving the Connecting Communities service residents may be able to buy a telephone service from Future Fibre™. If they wish they will be able to port their existing telephone number to the Future Fibre™ service. This would enable them to stop paying line rental to an alternative supplier.

11.2. Although the Landlord and Future Fibre™ will encourage residents to use the Connecting Communities service they will have no obligation to do so. BT Openreach have a universal service obligation to provide a copper telephone line to each property and each resident may choose to use this, or any other provider, for their telecommunications services instead.

11.3. The Connecting Communities service can be used by residents at the same time and in parallel to any other telecommunication services they already purchase from alternative suppliers. As Future Fibre™ installs a completely independent infrastructure there will be no disruption to any existing infrastructure within each property.

11.4. Should a resident decide to move their telecommunication services and become a Future Fibre™ customer, then this will be subject to a separate commercial agreement between the resident and Future Fibre™. Future Fibre™ will take responsibility for assisting the resident in migrating their services.

12. Landlord's Obligations

The Landlord will:

12.1. Provide permission for Future Fibre™ to install and maintain its fibre-optic cables onto, into, over, under and through the properties, survivable once the service contract has ended.

12.2. Provide a space for the exclusive use of Future Fibre™ to locate its aggregation equipment, survivable once the service contract has ended.

12.3. Provide a list of addresses that the Connecting Communities service is required in; along with any floor plans and details of ducting and risers that could be used by Future Fibre™ for its cables.

12.4. Agree to a site survey and provide a representative during the site survey to accompany the Future Fibre™ surveyor and provide access to all required areas.

12.5. Agree the site survey report, RAMS documentation and service terms and conditions and approve the order to be placed on Future Fibre™.

12.6. Agree to the use of the Landlord's branding on communications with the landlord's tenants / residents.

12.7. Make service payments in accordance with the service terms and conditions.

13. Technical Requirements

13.1. Future Fibre™ will provide a standard open access broadband connection to the Internet.

13.2. Future Fibre™ will provide residents with open access to the Internet from any compatible IP enabled device.

13.3. The connection will not be filtered by Future Fibre™ apart from any filtering that Future Fibre™ is required to undertake by law.

13.4. Residents will connect their internet devices to the Future Fibre™ Internet router either via a compatible wireless device (802.11x) or via an ethernet connection using a Category 5 (or above) cable with standard 8 pin RJ-45 terminations.

13.5. Connecting Communities customer devices will be allocated a dynamic IP address; no fixed IP addresses will be available on the Connecting Communities service.

13.6. There are no specific technical requirements on the Landlord in order to take the Connecting Communities service.

14. Trial Service

14.1. As long as the property estate meets the service qualification criteria shown in section 2 then Landlord can order services for one part of an estate as a smaller scale paid trial. Once the landlord is satisfied with the service they can then raise a separate order for other properties on the same estate and / or for properties on another estate.

15. Additional Information Assurance / Security

15.1. Not applicable for this service

16. Contact Details

16.1. Landlords can request more information or make further enquiries by contacting Future Fibre™ at the following email address: Richard@futurefibre.co.uk