

Ok, I want the County Broadband fibre service, what do I need to do now?

County Broadband need confirmation of how many of us are going to take the service, so that they can build the infrastructure that's necessary to provide the service. They need confirmation from 30% of properties in our villages for their investment to be viable.

They are asking for pre-orders **NOW** from those people who want the service and we need to show that 30% of us will take, and pay for, the service when they make it available.

A “pre-order”?

By making a pre-order, you're committing to taking, and paying for, the service when County Broadband are able to provide it. They estimate that this will be in April/May 2020.

By placing a pre-order now you will not pay the connection fee and you are helping guarantee that County will install the fibre service throughout the villages.

Pre-order details at <https://countybroadbandfibre.co.uk/search/#productdetails>

How much do I pay now?

Nothing. £0 and 0p. You only start to pay when County Broadband have installed the fibre and connected you to it — and when your existing Broadband contract finishes.

In return for the commitment, anyone who places a pre-order before the 30% target is achieved will receive free connection for their property when the service is provided. If you wait and decide to take the service later, you will have to pay the connection fee (currently c£225) in addition to your monthly service cost.

But the sign-up process asks for my bank details?

It does — they will collect your monthly payments via Direct Debit.

But no money will be taken until the service is provided and your existing contract has finished. If any payments are taken that should not be taken, you have all the normal protection under the terms of the Direct Debit guarantee (see here:

www.directdebit.co.uk/DirectDebitExplained/pages/directdebitguarantee.aspx)

What's a “fixed IP address”?

The sign-up process asks whether you want a fixed IP address. Quite simply, if you don't know what this is, you probably don't need it, so don't tick the box! If you do need it, then you'll already have it from your existing Broadband provider, so tick the box.

We—you—can make this happen. We need you to help make this happen.

The FUTURE is FIBRE



Copy of a County Broadband Press Release (July 2019)

Thousands of homes and businesses in rural Norfolk are being urged to seize a “golden opportunity” of connecting to UK-leading full fibre broadband after unique rollout plans were unveiled today by County Broadband, a specialist provider based in East Anglia.

In a major boost to Norfolk’s rural digital economy, County Broadband has initially identified over 20 villages in the Thetford and Diss areas where it aims to build its future-ready gigabit-capable full fibre network, offering ultrafast and hyperfast speeds. The project is funded in part by a £46million private investment by Aviva Investors.

Villagers would have some of the fastest internet speeds in the UK, at up to 20 times the national average. The government pledged last year that the entire UK should have access to full fibre by 2033 to catch up with the rest of the world. Full fibre broadband provides lightning-fast speeds of up to 1,000 megabits per second (Mbps) through FTTP (fibre-to-the-premises) networks in which fibre optic cables are connected directly into properties and offices – even in difficult-to-reach areas. HD films can be downloaded in minutes and albums in seconds.

Such speeds are even 10 times faster than superfast broadband which in contrast relies on FTTC (fibre-to-the-cabinet) infrastructure which, even though is promoted as fibre, uses copper elements dating back to the Victorian period to deliver the internet from green roadside cabinets to properties. Speeds halve approximately every 600 metres and connections can be unreliable in peak times.

Lloyd Felton, chief executive of County Broadband, said: “We are very excited to announce our first full fibre rollout plans in Norfolk to help transform the county’s digital landscape and rural economies. Our investment in Norfolk’s infrastructure will not only make many forgotten villages fit-for-the future but will also place them in the top 7% for UK digital connectivity.”

“Our all-new, future-ready full fibre networks will provide reliable access to modern services such as on-demand TV, video conferencing and innovative new technology.”

Rural communities have long suffered poor broadband compared with urban areas. New Ofcom research* found the average download speed in the UK countryside was 28Mbps, compared with 63Mbps in urban areas, highlighting the digital divide.

With data usage widely predicted to increase 10-fold every six years, only full fibre can keep pace with consumer demand.

The Norfolk villages included in the initial rollout now have the choice of pre-ordering the new network or staying with their current providers. It is understood there are no other full fibre broadband providers planning to rollout in Norfolk currently.

At least 30% of residents and businesses must commit to pre-ordering to give the green light to start construction in each village. The network would be installed in 2020 and be available to all premises. The provider is holding village information meetings this summer.

Mr Felton added: “This is a unique and golden opportunity for all residents and businesses in our rollout areas to seize the future. We ask them to look out for information which we are publicising locally to find out how they can take advantage of our full fibre networks.”

Over a dozen villages in East Anglia have already joined County Broadband’s rural next generation broadband revolution in recent months. The full fibre infrastructure could also underpin the new 5G mobile network as mobile masts will need full fibre cabling to manage the increase in data demanded by 5G.

More Questions? Contact County via www.countybroadbandfibre.co.uk | 01376 562002

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