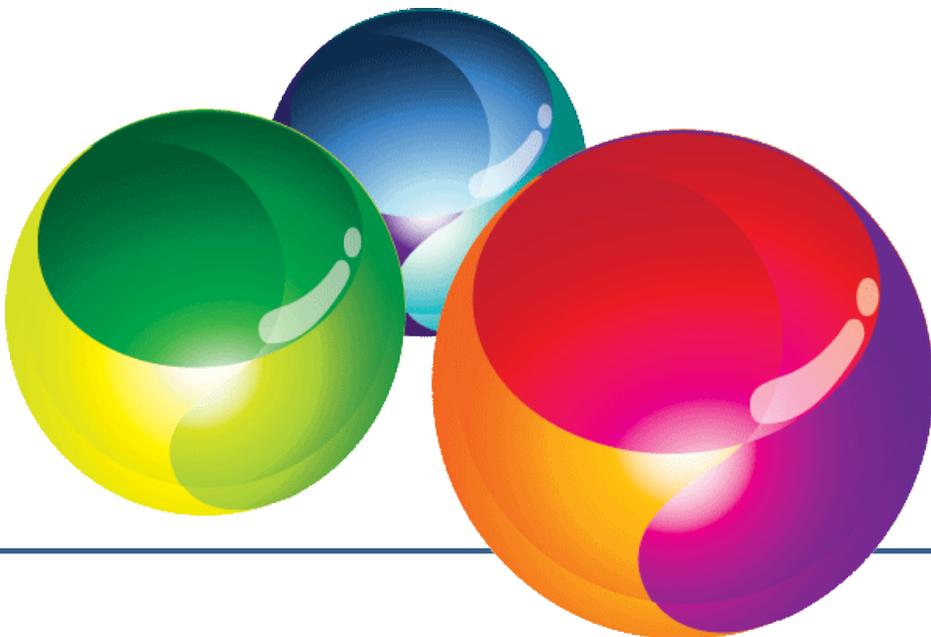


Community Broadband Information Pack



Version 1.3 Date: 25/10/2012

Please note, this marketing booklet contains pricing that is correct at time of print. However, pricing may change and you should check pricing given as a quotation or on your order form for the prices you will be charged.

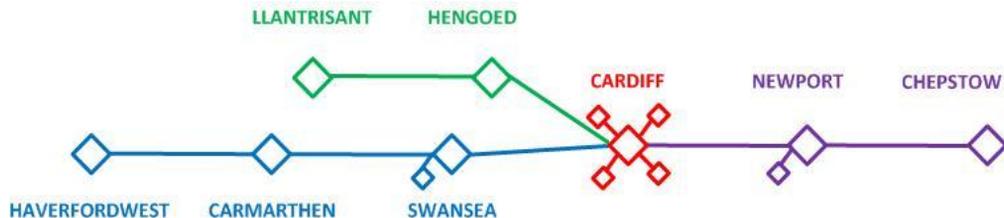
Community Broadband Information Pack

1. About Spectrum Internet
2. Getting better broadband
- 3-4. Spectrum Internet broadband and telephone services
5. What do I need to do now?
6. What can I expect from Spectrum Internet?
7. What do our customers think?
8. Expression of interest form

About us

Spectrum Internet is the leading Welsh Internet service provider. If you are wondering why you haven't come across us before, it may be because, until recently we have only offered high-grade business services. Established in 2004, we have in depth knowledge and experience of Internet services and broadband.

We have built our own fibre optic network that runs from Chepstow to Haverfordwest and in 2011 completed south Wales' first independent super-fast broadband project in St Brides Wentlooge, near Newport.



In June 2012 Spectrum Internet won the FCS Communications Provider of the Year award.



How are we different from other providers?

We are an experienced Internet service provider with our own network, data centre, engineers and helpdesk staff. So everything we do for you, is under our control. That's really important if you want a great service.

We have already completed similar schemes to yours and have a great understanding of the problems you have been facing and what needs to be done to resolve them.

As we have more than 8 years experience providing Internet services and broadband to business and residential customers, we are well-established in the industry. We are also member of the Internet Service Providers Association (ISPA) and we have signed up to the OfCom Code of Conduct for your protection.

We don't have a big, anonymous call centre, just a highly skilled technical team who are there should you have any issues. There's just one direct number to call them – which is FREE for customers purchasing our telephone line rental package.

For more information, please visit our website www.spectruminternet.com

Getting better broadband

Communities across the UK are looking to improve their broadband but do you know why there is a problem?

The main reason is usually the length of your telephone and broadband copper lines. These come from the telephone exchange, to a green roadside cabinet and then to your property. Put simply, the greater the distance, the slower the broadband.

However, most properties are fairly close to the roadside cabinet. If the broadband equipment were located there instead of in the exchange, the speeds would usually be very good. We offer solutions that do this. So you don't need to do anything differently – except subscribe to our services!

One of the most frustrating things for people is being given promised speeds by ISP's and then finding the service is very poor. We understand this and provide better information to our customers about what speeds they are likely to receive.

How Spectrum's service is different to other providers

In non-technical terms, our community solution will be better than any current provider that is offering you a service because we install new equipment within the community that is designed to resolve your problems.

For full details about the solution being provided to your community (or if you would like to find out about what we are doing in other communities) please see our website: www.spectruminternet.com



Spectrum Internet services

We have pricing that is just as competitive for you as for people who already live in good broadband areas. See our packages below.

Standard

ADSL2+ service – realistic maximum of 18Mb download and 1Mb upload depending on distance from cabinet. Please contact us for likely speed to your property

Package	Description	Monthly download	Monthly cost
Economy	Our low cost, basic package	5GB	£15
Light	Occasional email/web browsing	10GB	£19
Everyday	Everyday email/web browsing/iPlayer	50GB	£25
Xtreme	Heavy use /family-film, music downloading	100GB	£35

Premium

VDSL2 service – realistic maximum of 38Mb download and 2Mb upload depending on distance from cabinet. Please contact us for likely speed to your property

Package	Description	Monthly download	Monthly cost
Family	Heavy use /family-film, music downloading	50GB	£30
Family plus	Heavy user/online all the time	150GB	£38

Business

Specific services for business. Please contact us for likely speed to your property

Package	Description	Monthly download	Monthly cost
Standard	Everyday use business broadband	150GB	£45
Premium	Everyday use with more upload capability	300GB	£85

Connection fee may apply. Prices correct as at 1st September 2012. Should pricing change, the amount payable will be reflected on your order form.

For more details please complete the form at the back of this booklet or call 029 200 22 355.

We can provide your Telephone line and calls too

Now you can switch your telephone to us too. You should be able keep your telephone number. Just £15 per month including £5 credit every month.

That's equivalent to **£10 line rental plus £5 of calls** to anyone and anytime during the month!

- ✓ Cheaper than BT call rates
- ✓ No per call connection fee
- ✓ £5 of anytime, anywhere calls every month
- ✓ Keep your telephone number – even if you move
- ✓ Free calls to all our telephone customers
- ✓ Low per minute call charges - only 1p per minute!

Price per minute	Daytime (8-7pm)	Evenings /Weekend
UK Local and National Calls (01/02/03 numbers)	4p	1.02p
Calls to O2	11p	8.5p
Calls to T-Mobile	11p	8.5p
Calls to Orange	11p	8.5p
Calls to Vodafone	11p	8.5p
Calls to H3G	11p	8.5p
Calls to 0845	5.62p	2.04p
Calls to 0870	4.09p	1.53p
International calls		
France	3p	3p
Spain	4.5p	4.5p
USA	2.5p	2.5p
Ireland	2.5p	2.5p
Japan	8p	8p

Prices correct as at 1st September 2012.

What do I need to do now?

- Make sure you have returned your acceptance to Welsh Government for the grant.
- Complete and return the Spectrum Internet order form by the end of November 2012. The sooner you return the form, the sooner you will be connected!
- Wait for confirmation letter from Spectrum that cabinet is ready
- Ask your existing ISP for a MAC (migration access code) and provide to Spectrum by emailing marketing@spectruminternet.com or call 029 200 22 355
- When connected, return the invoice from Spectrum for £1,000 to Welsh Government along with a speed test to prove your speed has improved

What can I expect from Spectrum Internet?

- A free wireless broadband router
- 12 or 18 month contracts
- Broadband prices that don't vary between our customers
- Great telephone customer support
- Informed when you get to 80% of your download limit each month
- Cheaper calls and line rental
- Simple and clear billing
- The fastest speeds in Monmouth
- A local ISP who wants to make a difference in Wales



For more information about Spectrum or our services please go to **www.spectruminternet.com**

What do our customers think?

We work closely with communities to provide a great service. Here's comments from some of our customers:

"I just wanted to pass on my thanks for sorting out the broadband in St Brides. I am VERY happy with the service....and so is my son!"

"I've voted for you in the ISPA Awards – I've given you 100%!"

"Dear Spectrum, Your broadband is excellent. I've just popped out to buy the long promised Mac and it whizzes along!!!"

"All looking good, thanks for getting this all sorted quickly ."

"You are so much easier to deal with than my old provider"

Register your interest with us

Let's see if we can help. This is not a contract and your details will not be passed on without your permission.

* These fields are essential

*Name: _____

*Address _____

_____ *Postcode: _____

* Telephone number (inc code): _____

Email address: _____

Which monthly package would you be interested in?

Standard- realistic download maximum of 18Mb depending on distance from cabinet

Economy	£15	<input type="checkbox"/>
Light	£19	<input type="checkbox"/>
Everyday	£25	<input type="checkbox"/>
Xtreme	£35	<input type="checkbox"/>

Premium- realistic download maximum of 38Mb depending on distance from cabinet

Family	£30	<input type="checkbox"/>
Family plus	£38	<input type="checkbox"/>

Business

Standard (max download of 18Mb)	£45	<input type="checkbox"/>
Premium (max download of 38Mb)	£85	<input type="checkbox"/>

Business packages exclude VAT

Telephone Including £5 of anytime, anywhere calls £15

On which date does your current broadband contract finish? _____

Currently, who provides your broadband? _____

Please return to: Spectrum Internet Limited, Riverside Court, Beaufort Park Way, Chepstow NP16 5UH
 029 200 22 355 sales@spectruminternet.com www.spectruminternet.com



**Scan this QR code with your
smartphone and go straight to
our website to find out more**



@SpectrumISP

Registered office
Spectrum Internet Limited
Riverside Court
Beaufort Park Way
Chepstow
NP16 5UH

T: 029 200 22 355
E: sales@spectruminternet.com

Registered in England and Wales. Registration No. 07849485

Network operations centre
Spectrum Internet Limited
Cardiff Bay Business Centre
Lewis Road
Cardiff
CF24 5EL