

SUPERFAST BROADBAND

...for The Argyll Isles

GigaPlus Argyll Superfast Broadband

June 2016 Update

Hello everyone,

Many thanks for registering your interest in the new superfast broadband service we are developing.

GigaPlus Argyll in association with AB Internet, the company that won the tender to design, install and operate our network, are very pleased to announce that the first 8 planning applications have been submitted, with the first decision due later this month. With a total so far of 38 masts, we still have a way to go, but this shows real progress, and new applications are being submitted every week. The network has been designed to serve the highest percentage possible of private and business premises within the project area.

AB Internet, Richard Thorne (our Project Manager), the Directors and the volunteer members of the GigaPlus Argyll Steering Group are working very hard to bring this exciting project to the earliest possible fruition.

There have been a few questions popping up about the service, so these have been answered here. More information can be found at www.gigaplusargyll.co.uk, or www.abinternet.co.uk.

Best wishes

Moray Finch
Chairman, GigaPlus Argyll



AB Internet answers your questions...

Q What speeds will be available?

A A range of speeds to a maximum of 50Mb/s will be available. For full information and pricing please visit abinternet.co.uk.

Q What is the download limit?

A The download limit per installation is 100GB/month. This can be increased to unlimited with an additional payment of £5/mth.

Q What if there are trees in the way?

A AB Internet networks allow for multiple lines-of-sight to connect individual properties. In rare cases of extreme remoteness – or high density forestry – trees may need to be trimmed.

Q What does the installation consist of?

A We fit a small flat antenna to the side of your house, drilling and running cables will depend on where the signal is taken from and where the router is placed in the interior.



Depending on your distance from the base station we may fit one of the above antennas – either wall or chimney mounted.

Q What happens if the service goes down?

A There is a customer service call centre **0800 952 0080** 8am–8pm Mon–Fri. We will resolve individual faults on a best efforts basis. Faults on the core network will be resolved via our Network Operations Centre, usually within a few hours.

Q Can I download or stream a film?

A Yes. We recommend that you take the 10Mb service to do so. If your needs are simply for email then go for our 4Mb connection. Or if you are a gamer or have kids with many devices then 50Mb is the service for you.

Q Can I use it in different rooms in the house at once?

A Yes but it's dependent on how well the WiFi works within individual dwellings. Thick walls can prevent the signal flowing through the building. If you experience issues a simple 'homeplug' kit can take your WiFi throughout the house via your home's electrical circuits and is easy to set up. Our engineer can advise you at installation.

Q What does it cost?

A Please visit our website – abinternet.co.uk – for the latest prices.

Q What if I want to upgrade my service?

A No problem. Simply call Customer Services on **0800 952 0080** 8am–8pm Mon–Fri and we'll upgrade you straight away. Please allow 2 hours for your upgrade to come into effect.