

The Proposal

What does Quantum Air Fibre offer? What is the process?

Quantum Air Fibre intends to equip the majority of the community with FTTP (Fibre to the Premises) and any outlying properties that are too far to provide FTTP will be offered FWB (Fixed Wireless Broadband) as an intermediary solution until these services can be provided at a later date.

We are currently undergoing network planning and cost evaluation. Once our Fibre Planning Engineers have determined a viable solution to move forward, we will submit what is known as a PRP (Pre-Registered Package) to DCMS (Digital, Culture, Media & Sport) for approval. The PRP can be thought of as an area drawn on a map, within which any premises can receive FTTP from Quantum. Once approved, we will re-engage with the community to register homes and businesses for installation of their new FTTP connections. This stage does require that individuals enter into a contractual service agreement with Quantum.

Following this, we will submit the Rural Gigabit Voucher requests to BDUK (Building Digital UK) to be used to offset a portion of the installation costs. The remaining costs will be covered entirely by Quantum Air Fibre, meaning that the community will have nothing left to pay. BDUK will email each registered party to confirm the authenticity of the request and we will not commence installation for any premises prior to BDUK receiving said confirmation.

Does Quantum use existing Openreach infrastructure? Will Quantum install new infrastructure? Or both?

Where possible we would look to utilise the existing infrastructure i.e. poles and ducts. The current cables you can see overhead are most likely copper and therefore would require additional fibre-optic cables to be installed alongside them. Where new infrastructure is required Quantum will initially look to install above-ground as this method is deemed to be more efficient.

Will there be a mast involved and where will it be situated?

FTTP does not require the use of masts. The only time a mast would be erected is for provision of FWB where, in the majority of cases, a telegraph pole is sufficient in lieu of a steel mast. These would generally be situated on the peripheral of the village to reach remote members of the community that are unable to receive FTTP services at the time of the initial rollout.

What is included and the contract and what are the customer's commitments to Quantum?

The initial contract term would be 24 months with the following packages available (prices subject to change until commencement of works):

RESIDENTIAL (inc. VAT)		BUSINESS (exc. VAT)***	
Price (PCM)	Speed	Price (PCM)	Speed
£29.00	120 Mbps	£45.00	120 Mbps
£39.00	500 Mbps	£55.00	500 Mbps
£49.00	1 Gbps	£65.00	1 Gbps

*** Business packages include Static IP's, operate on a lower contention ratio and have a more stringent service level agreement.

Costs Involved

How will the shortfall from the vouchers be funded?

The shortfall on the vouchers will be funded entirely by Quantum Air Fibre and can be viewed as both an investment in the community and our own network infrastructure. We aim to deliver the best in full-fibre broadband to rural Lincolnshire communities while eliminating setup costs.

What will be the cost to residents to take up the service?

The only cost to residents to take up the service will be the monthly occurring charges associated with their chosen package (see tables above).

Is there a connection fee?

Customers would not be expected to pay an installation charge if they are part of the first wave of FTTP customers in a particular PRP.

What if I'm still in contract with my current provider when the service is available?

Customers who are unable to exit their contracts with their current supplier are able to defer their contract start date with Quantum to coincide with that of their existing contract termination date; this is what we refer to as our 'Flexi-Switch' option designed to prevent having to pay two providers simultaneously.

Installation

Will there be much disruption during installation?

We endeavour to cause minimal disruption during installation. All works will be carried out with due adherence to Highway Authority codes of practice and all necessary consents/permits will be sought in advance. Once planning is completed, we can provide a route-map to the Parish Council (or Community Representative) which would demonstrate the order and manner in which the infrastructure will be installed.

How long before the work starts? How long before the work is completed? What are the timescales?

Timescales are dependent on approval milestones which can be found in 'Appendix A'. Sadly there are too many variables (e.g. Lockdown period, weather, planning, unexpected delays etc.) for us to even provide an approximate overall timescale for either commencement or completion of works. However, we can assure you that the community will be updated regularly throughout the process as installation milestones are both set and reached. Once work has commenced on a project, it is our aim to complete as quickly as possible while ensuring that the work is carried out to a consistently high standard; equivalent to those set by Openreach for adoption and peering compliance.

What will the new connection look like within the property?

The new connection will be similar to that which most people will already have, a small wall-mounted box/socket and a router of a similar size to contemporary models. Customers will already have signed up with Quantum during 'Phase II' (See Appendix A) which will involve speaking with a member of our team over the phone to register their particulars.

Company Assurance

Why is Quantum not on the list of DCMS preferred suppliers?

We are already enlisted with DCMS as a Supplier, but until our first PRP has been submitted and 'approved' the administrative process which would include our name being added to the list does not occur. This is the only reason our name is absent at this moment in time. Our first PRP has been submitted and is currently being reviewed. We are working with a number of Parishes in Lincolnshire that are currently undergoing Phase I (See Appendix A) and this will establish an order of priority once lockdown is lifted and we are in a position to commence works.

What happens if the company encounters financial difficulty or ceases to trade?

As mentioned previously our work is carried out to a consistently high standard equivalent to those set by Openreach for adoption and peering compliance, so in the unlikely event that the company ceases to operate all infrastructure will be passed to an appropriate carrier/supplier to continue providing a service. To further alleviate any concern in this regard, as an integral part of our due diligence and planning process we would not look to commence work on a project if the budget did not extend to 100% completion.

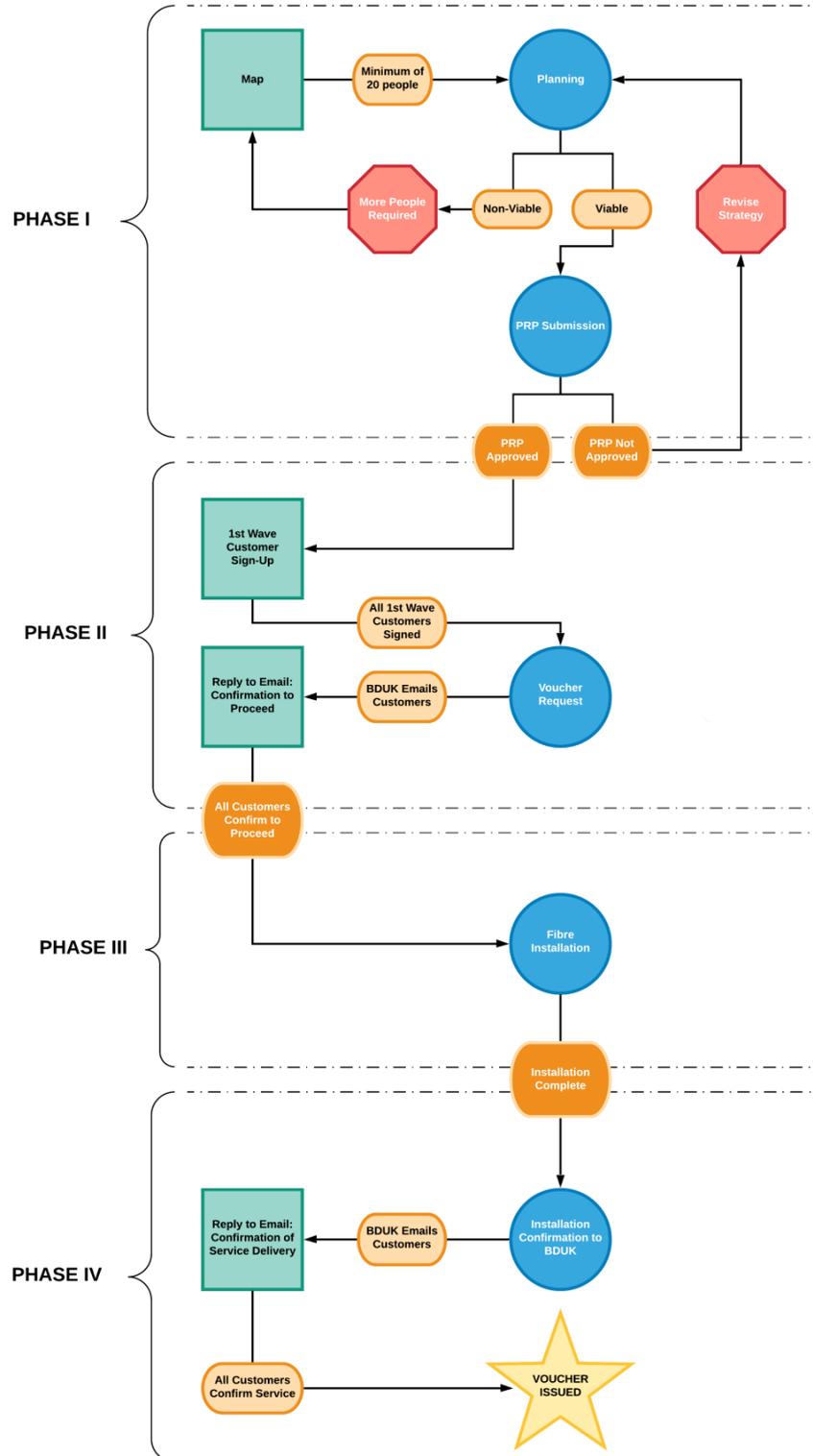
How is BDUK involved in the process?

Quantum will initially register interested parties for the Rural Gigabit voucher, only then will BDUK send an email to those registered parties to confirm they wish to proceed with the installation & voucher request. This process prevents suppliers from claiming vouchers fraudulently. Once homes & businesses have had fibre installed, they will receive a second email from BDUK asking for confirmation that the installation has been carried out and that they are receiving a service from Quantum. It is imperative that the beneficiary responds to both emails else the voucher cannot be claimed and the installation costs cannot then be offset. Where individuals do not respond accordingly and whose actions result in the voucher not being granted (once they have FTTP installed), they may become liable for the costs incurred by Quantum to carry out the installation.

Who do I speak to if I have any more questions?

If you have absolutely any questions, please do not hesitate to contact our Access to Fibre (A2F) team by phone or email. Your Parish representative will already have been contacted by a member of the team and that individual will be overseeing your project.

Fibre to the Premises - Phases of Delivery



UK DISTRIBUTOR FOR
MIMOSA NETWORKS INC.

Quantum Communications Ltd
Registered in England and Wales

Registered office address: as trading address
Company number 09964744