



Speednet Scotland LTD

Air Fibre - Fixed Wireless Broadband Commercial Brochure



Fixed Wireless Broadband/Air Fibre

WHAT IS FIXED WIRELESS BROADBAND?

Fixed wireless broadband is a type of highspeed internet service provided wirelessly through the air by using powerful radio devices. The signal is sent from a transmitting device to a receiving device.

HOW DOES THE TECHNOLOGY WORK?

The technology works off a fibre backhaul. Powerful radio devices using point to point transmission are used to send the internet from a fibre backhaul.

Essentially the internet is sent through the air from the fibre backhaul on to our masts (point A) The service reaches a receiving device on that mast and is then sent via a transmitting device to another mast (point B)

For the technology to work correctly there must be a direct line of sight from the transmitting device to the receiving device. The receiving device must also be lined up correctly, pointing specifically into the wireless signal being sent from the transmitting device.

For commercial projects our engineers will use the co-ordinate details of the site requesting a service to establish the best possible way to provide internet to that location from one of our masts.

Speednet Commercial Broadband Service

HOW IS THE SERVICE INSTALLED AND WHAT ARE THE COSTS?

Powerful radio devices will be configured and installed to supply air fibre broadband to the location. However, as each commercial project is different, the installation cost will vary. Some clients choose to also have additional equipment installed on site by Speednet, such as UPS battery backup systems or 4G backup services.

After our engineers have been provided with the site co-ordinates and any requirements from the client, they can plan a route from a Speednet mast to the site. Once this has been completed, we can then provide a bespoke quotation for the project.

Depending on the installation requirements we may be able to complete the installation within 4 - 8 weeks upon receipt of the purchase order.

When the purchase order is received, we will agree a date to complete the installation.

As part of the installation, we will supply a standard router for WiFi access and if required will also provide you with a VoIP phone and public IP addresses. The public IP addresses can be used to set up your internal firewall or monitoring systems.

HOW DO I PAY THE MONTHLY SUBSCRIPTION?

Invoices will be issued on 1st of each month. Remittances should be sent to accounts@speednetscotland.net

WHAT IS THE CONTRACT TERM?

The contract terms can vary depending on the client's requirements, however generally for commercial customers the standard term is usually 24 or 36 months. After this period has ended the cancellation period is three months' notice or customers can choose to renew for a further 24/36 months. Please see our terms and conditions for more information.

HOW DO I REPORT CONNECTION ISSUES?

If you are experiencing any issues, you can call us on 0800 012 4298 or email us at reports@speednetscotland.net.

In the first instance we will try and assist you remotely. However, if we are unable to and an engineer call out is required then this will be arranged ASAP, within one working day or when site access has been agreed. We ask all customers to ensure that they fully investigate the issue before we send an engineer. If the issue is not found to be a network problem or error then a call out fee may be charged to the account. However, if the fault is found to be onsite equipment, then this may be covered under our Service Level Guarantee, should you have an SLG agreement in place with Speednet. Please see our terms and conditions for more information.

WHAT IS THE SERVICE LEVEL AGREEMENT?

- Our Service Level Guarantee is an optional service that guarantees repair within 8 working hours. The guaranteed repair time is for all qualifying technical faults reported to the support team during normal business working hours, 9AM - 5PM, Monday to Friday. If we identify that equipment on site is either damaged or faulty and not damaged by the end user, Speednet will cover the cost of any new equipment required to resolve the issue and restore the service. Please see our SLA agreement for full details.

Speednet VoIP Service

WHAT ARE VoIP PHONE SYSTEMS?

VoIP is a revolutionary technology that has the potential to completely rework the world's phone systems. VoIP has been around for a number of years and usage is growing steadily. The potential of this emerging technology is massive, and it will more than likely one day replace the traditional phone systems entirely. There are three different ways to use our VoIP service

ATA

The simplest and most common way is through the use of a device called an ATA (analog telephone adaptor). The ATA allows you to connect a standard phone to your computer or your Internet connection for use with VoIP. The ATA is an analog-to-digital converter. It takes the analog signal from your traditional phone and converts it into digital data for transmission over the Internet. You simply take the ATA out of the box, plug the cable from your phone that would normally go in the wall socket into the ATA, and you're ready to make VoIP calls. It is a very straightforward setup.

IP PHONES

These specialised phones look just like normal phones with a handset, cradle and buttons. But instead of having the standard RJ-11 phone connectors, IP phones have an RJ-45 ethernet connector. IP phones connect directly to your router and have all the hardware and software onboard to handle the IP call. WiFi phones allow subscribing callers to make VoIP calls from any WiFi hot spot.

COMPUTER TO COMPUTER

This is certainly one of the easiest ways to use VoIP. All you need is the software, a microphone, speakers, a soundcard and an internet connection from us.

We can provide everything you need to get your VoIP system up and running. To find out more info about our VoIP please give us a call on 08000 124298 outlining your businesses or residential requirements. Our packages can come bundled with your broadband service, offering the dual flexibility.

IMPORTANT CONTACTS

Telephone: 0800 012 4298

New enquiries: info@speednetscotland.net

Existing customer queries: reports@speednetscotland.net

www.speednetscotland.net

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