



# Air Broadband

*In conjunction with West Wickham Parish Council*



## 30Mbps Superfast Broadband

## Unlimited downloads

**Feb/March 2016**

### ***What are you offering us?***

We are offering a proper superfast broadband service, with up to 30Mbps download speed, 10Mbps upload speed and <15ms latency, with no download limits. We do not suffer from contention or from problems with the old, legacy BT phone lines.

### ***How much will it cost?***

Our standard 30Mbps service costs £30+VAT per month (12 month contract), and £150+VAT to install. You won't need a BT landline to use our service, so you can save your line rental if you want (usually £17.99/mth) as well as your broadband fees.

### ***How does it work?***

We will install a fast (100-1000Mbps) fibre connection in Horseheath, and use a 120Mbps wireless link to a mast to the South East of the village. From there we can provide a wireless connection to nearly every house in the village. Each house will have a small (~16cm) dish that receives/transmits to our mast. We don't use the old BT wiring at all.

### ***I've talked to lots of Internet Service Providers— they say no one can provide service to me?***

All other service providers (BT, Sky, Plusnet, TalkTalk—all of them) use the same old copper phone line to get service from your local cabinet or exchange to your house. If you live too far away, or the wire is old or damaged, you get a poor or unreliable service. This is the case for West Wickham. We do not use those legacy wires—we can provide service where others can't.

### ***Will I be able to watch video? Play games? Use Skype? Use VOIP? Use Wifi? Static IP? Lots of devices at the same time?***

Yes. Yes. Yes. Yes. Our service is both fast, and low latency. Latency is how long (usually measured in thousands of a second) it takes for your data to get to the outside world and back. Satellite systems have very high latency— more than 0.5 seconds— bad for gaming, video conferencing and Voice Over IP (telephony). Our latency is typically <0.01 seconds. We provide a wired/wireless router, so you can connect all your PCs, iPads, phones, laptops, Kindles—everything—to the internet.

### ***When can I have it?***

We need thirty people to commit to having it and sign an order form. We will then order a fibre from BT—that will take 4-8 weeks. At the same time we'll start installing local infrastructure and the first customers. We won't take any money until a few weeks before we go live. We will install people in the order that they sign up—**FIRST COME, FIRST INSTALLED.**

### ***What if it doesn't work and how reliable is it?***

We offer a money back guarantee if you're not happy in the first 2 weeks. We'll take our kit away and refund every penny. It's far more reliable than dongles or satellite. And, when you call us you'll always speak to a real person, not a call centre and we'll come out ourselves and get any problems fixed as soon as possible.

### ***HOW DO I SIGN UP?***

Call the number below, or email us, and we'll send you an order form. Or, come to the meeting at the Village Hall on Saturday 19th from 10:30am till 12pm. You can ask us any questions you may have and sign up there and then if you want.

**CALL ON 01223 653400 or EMAIL [sales@airbroadband.co.uk](mailto:sales@airbroadband.co.uk)**