

# Telephone and internet service self-assessment

This form will help you to understand what you want from internet, telephone and other telecom services, what you get now (inc costs) compared against what you could have with Airband (inc costs)

Q1 What do you currently have fitted to your home / business?

Landline telephone

Mobile telephone

Broadband hard line

3/4G broadband data service

Other: .....

Q2 Do you have other services connected to these existing providers?

Security Alarm system

Monitored Lifeline alarm system

Amazon Prime

BT Sports packages

Other: .....

## Cost comparison

For most people unless there is a clear case for cost effectiveness then the hassle of changing providers is just not worth it. But if the costs and the services provided for comparable or cheaper prices can be achieved then I am sure many more would be interested. In this section you will be able to compare your current service provision with a comparable service linked to Airband and see the cost differences.

Be careful to cost fully (without package discounts that might be applied to your current bill) when including a continuation of services in any future package. I.e. in a package BT Sport may be charged at a reduced rate and when adding to the costing for future service remember to include the full costs of supplying BT Sport.

## COSTS FOR EXISTING SERVICE

	£	Data Allowance	Upload speed	Download speed
Landline telephone				
Broadband (hard line)				
Equipment Rental/ cost				
Broadband (3/4G)				
Mobile telephone				
Monitored Alarm Services				
Other internet based services				
<b>TOTAL COST</b>				

## COSTS FOR AIRBAND SERVICES

	£	Data Allowance	Upload speed	download speed
VP Phone				
VOIP Provider				
AIRBAND				
Mobile Phone				
Monitored Alarm Systems				
Other internet based services				
Equipment rental				
<b>TOTAL COST</b>				

Want to know more about whether Airband services will give you what you need, still be able to provide the same or better service than you currently get, and cost similar or less to achieve it? Then take a look at these facts and FaQ's.

Can I still have a telephone in my house and receive calls?

To keep a traditional landline in your house you will still have to pay a company like BT for line rental and a price charge for making calls, receiving and recording messages

With AIRBAND you could change your traditional telephone number to a VOIP provider and make calls to family and friends using your data via the internet. If you have a mobile phone you can enable your mobile phone to wifi calling and enjoy the benefits of unlimited calls without ever having to use a separate telephone line or you can use other alternative communications Apps like What'sApp, Skype Facebook through the wifi.

Will I still need a mobile phone?

If you use a mobile phone now in conjunction with your Landline you will need to have a mobile contract but this can remain the same as you currently have.

What if I have no mobile signal at my home address can I still have Wifi Calling through AIRBAND

Yes. Your currently mobile number can be tethered to the AIRBAND service and you will make and receive calls as you do now using their data allowance

Do I need any new equipment?

You will require a router which can be obtained independently or either purchased or rented from AIRBAND.

How do I know if I will get a signal where I live in the Parish?

AIRBAND Engineers are able to complete a free survey to assess whether you have line of site of two current masts in the Parish. As they are assessing this if there is a problem they can consider other solutions for example siting a new transmitter on the Church

Will trees in the vicinity of my house have an impact on my reception?

Yes this can be a problem and reduce the efficiency of the system but AIRBAND Engineers are able to complete a free survey to assess if hubbing is a possibility with neighbours hosting a transmitter which links to your system

I don't have a computer or use the internet

Then currently the services would not enhance what you already have, however many public services, banking, repeat prescriptions, shopping are now all being provided via the internet and should be something to consider for future resilience

I use my current hard landline to support my monitored alarm, will I still be able to have this service?

Yes this can be provided with the call being made to the alarm company over the internet Please check with your alarm

I get other services from my current provider eg BT Sport will I still be able to watch this in HD

Yes, these services are obviously additional to the Airband service but the service can still be viewed via the internet or SKY systems. With enhanced download speeds of 30-59 mbs streaming should be much better

What kind of service improvement could I expect from the Airband provision in respect of download and upload speeds?

The 'Super 40' package offered guarantees average speeds of 40mb download speed with range between 30-59 and 10mb upload speed

What are the data limits?

The contract provides unlimited data

What are the cost options for the Airband Contract?

The monthly contract fee for the 1st year is £24.99

Are there any other charges to be connected to Airband?

Yes, depending on your postcode there is a connection fee which could be between £99 to £150  
In addition a router is required if a suitable one is already available this can be used if not the initial one off cost is about £75 or can be hired from Airband for £3.99 per month

Are there likely to be charges from BT if I change or cancel my contract?

You would have to discuss this with BT and adjust the cost sheets above. However please view the new Ofcom ruling regarding delivery of service by requiring suppliers to improve broadband service to levels stated when the contract was taken within one month or customers can leave penalty free <https://www.thisismoney.co.uk/money/bills/article-6757173/You-cancel-broadband-contract-speeds-drop.html>

To answer other more technical questions specific to your property or personal or business needs you will be advised to sign up and have a free survey from an engineer. If your property is suitable and you sign up for the service there is as with any other service provision a cooling off period where the contract can be cancelled. Confirmation and details of any charges etc for cancellation should be agreed with Airband at the time of completing the contract.