



Community *Fibre*

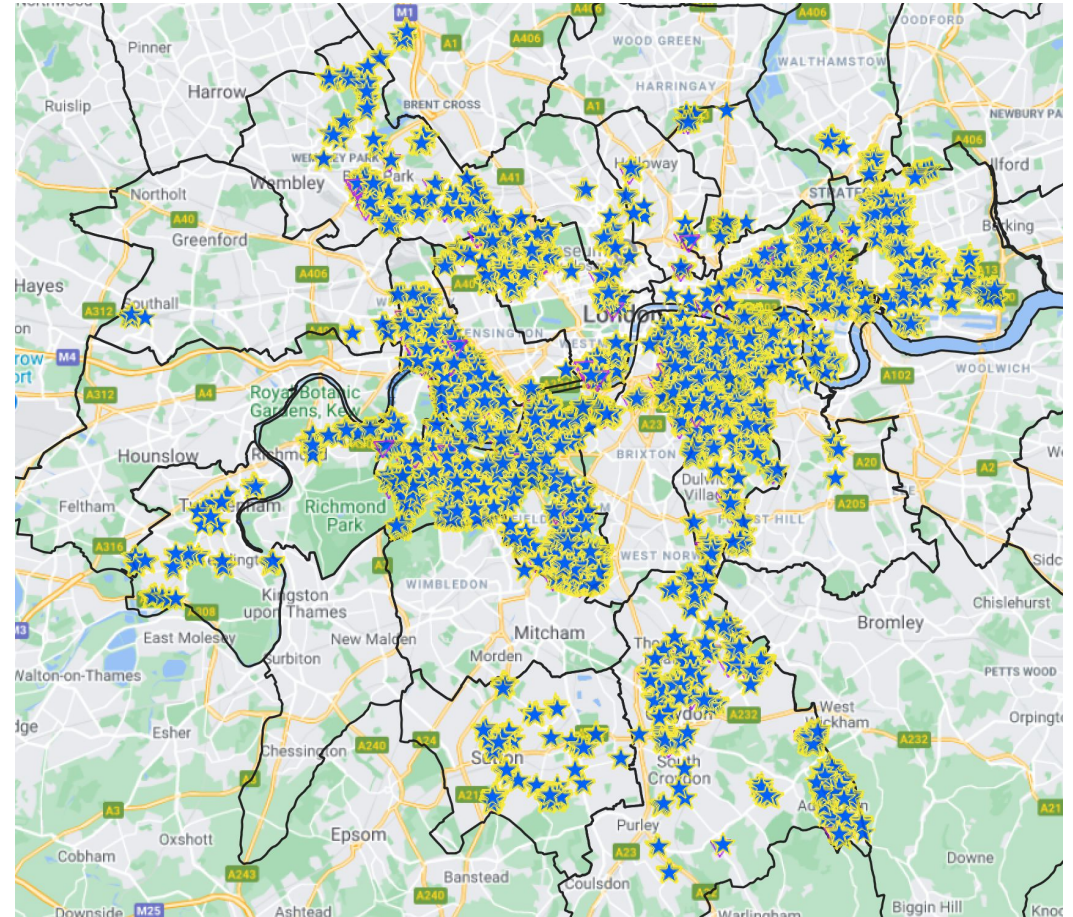
better internet for everyone

# Better Internet for Everyone

December 2020

# Community Fibre - London's Largest Fibre Only Network

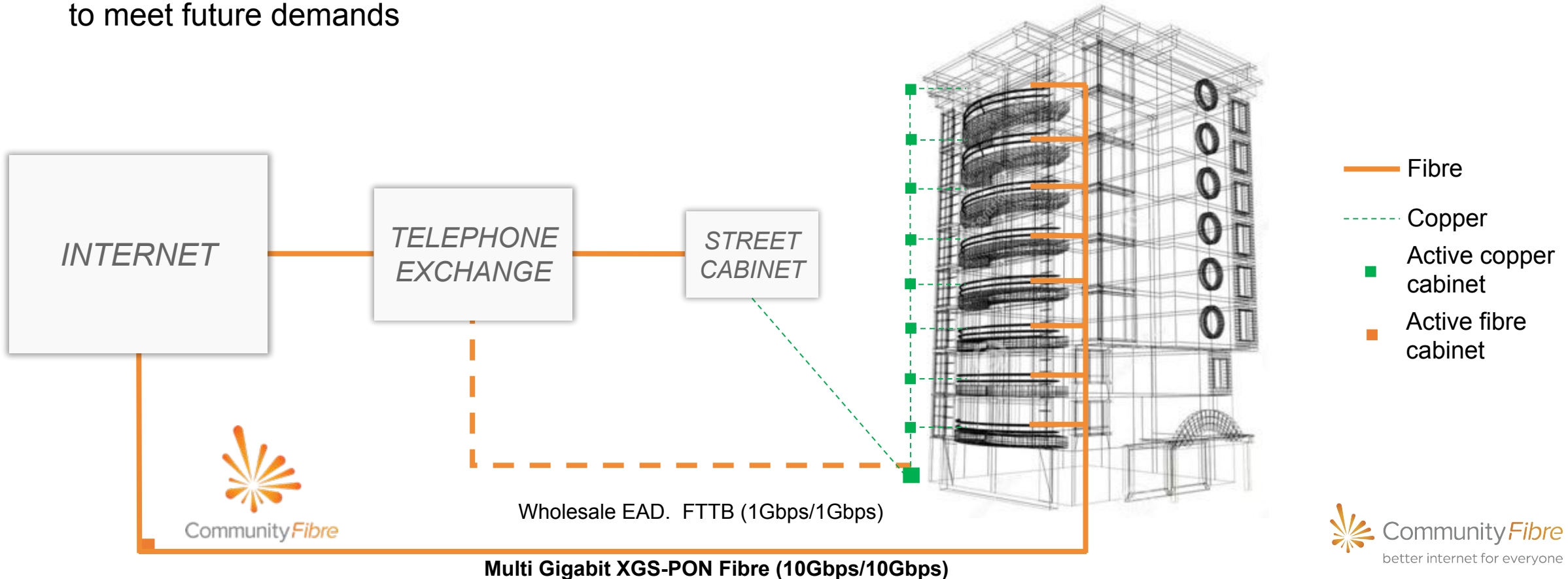
- Bringing better Broadband to those that can benefit from it the most
- Backed by large infrastructure investors: Warburg Pincus, DTCP, RPMI and Amber Infrastructure
- Wayleaves with landlords representing over 500,000 properties
- Master wayleaves with 12 London Local Authorities with 5 more expected in the next few weeks
- Over £100m invested in London properties so far
- Target to enable 1m properties with full fibre connections by end of 2023
- Over 150 Community Spaces enabled with free Gigabit Internet connections
- 250 new jobs created across London



# How is our fibre technology different?

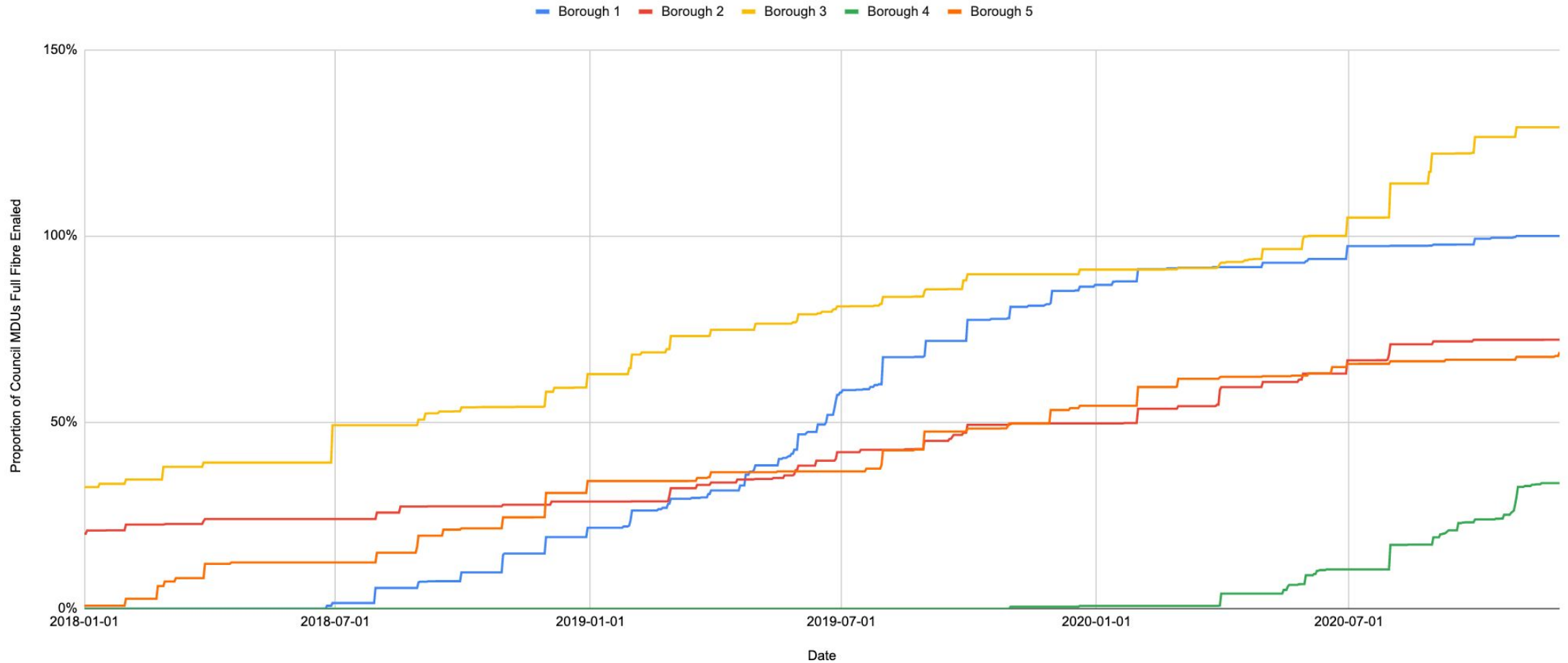
## Community Fibre's Installation

- Data growth means homes need a true Fibre to the Home (FTTH) solution, but not all fibre is equal
- Our XGS-PON network currently delivers a 10Gb connections as standard, and is easily upgraded to meet future demands

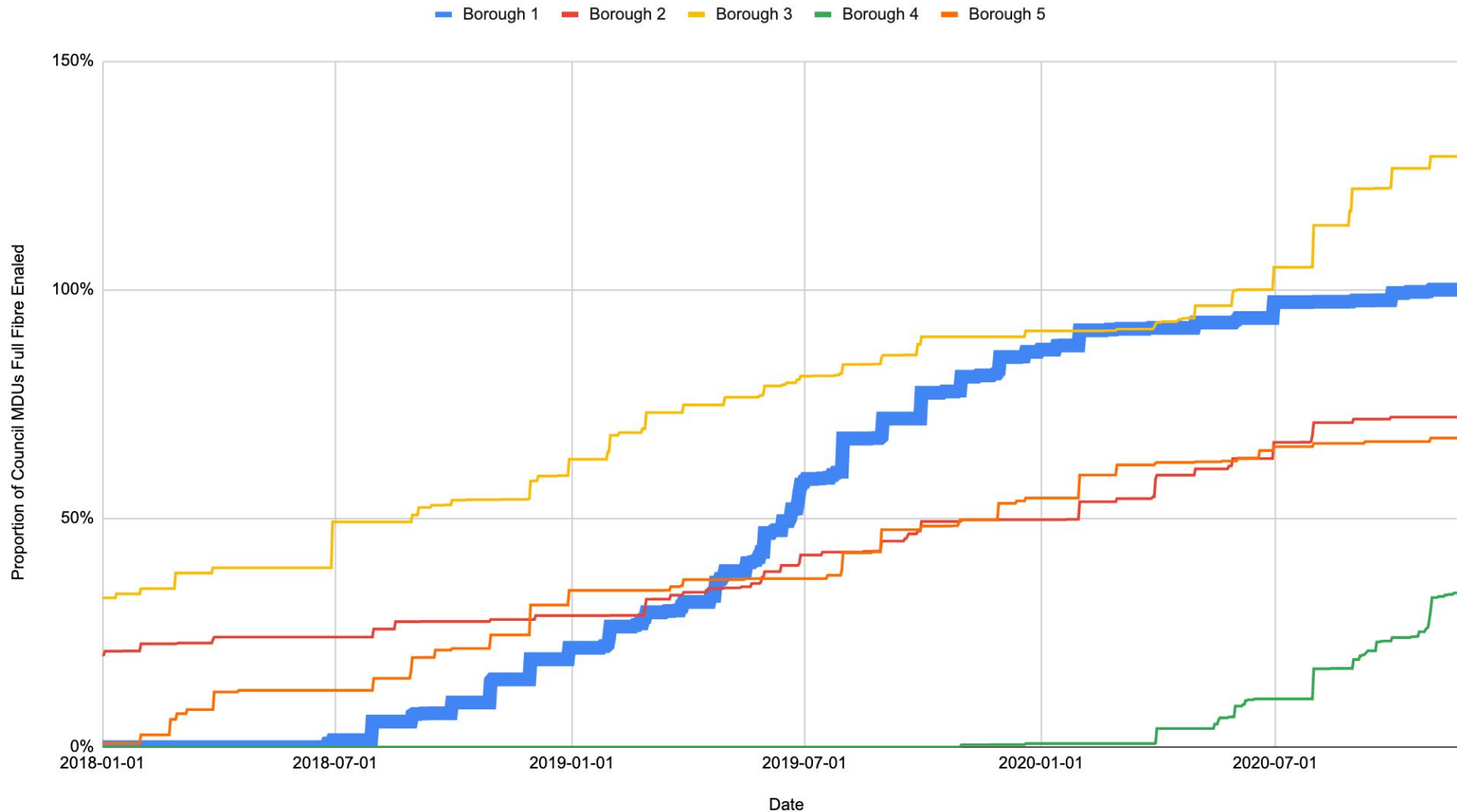


# Building Good Partnerships

# Some Lessons Learned from Borough Partners



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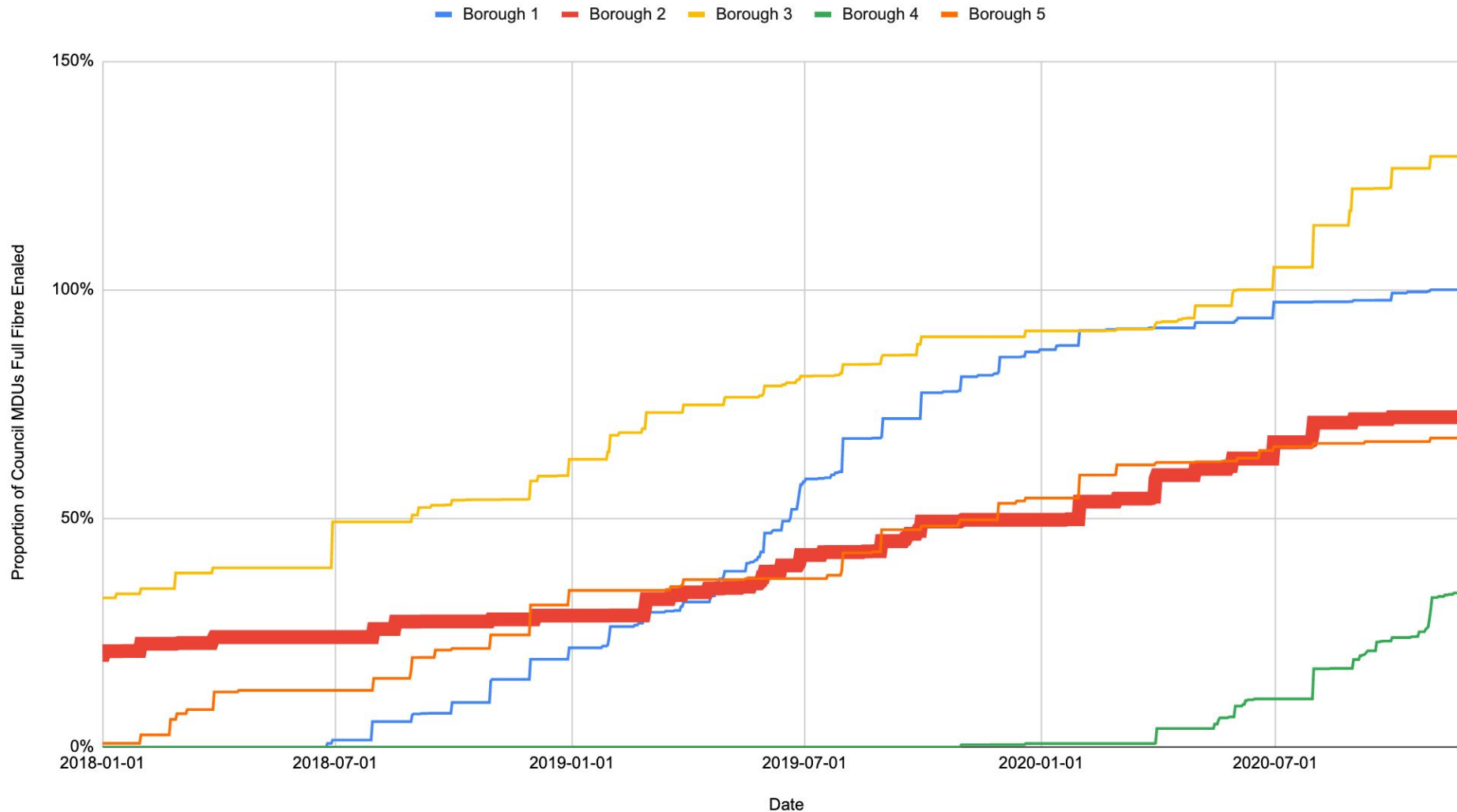
97% of properties full fibre enabled within two years.

Good sponsorship from Members and SMT.

Council appointed a small dedicated project team to help coordinate stakeholders.

How can we reduce this to just one year with new boroughs?

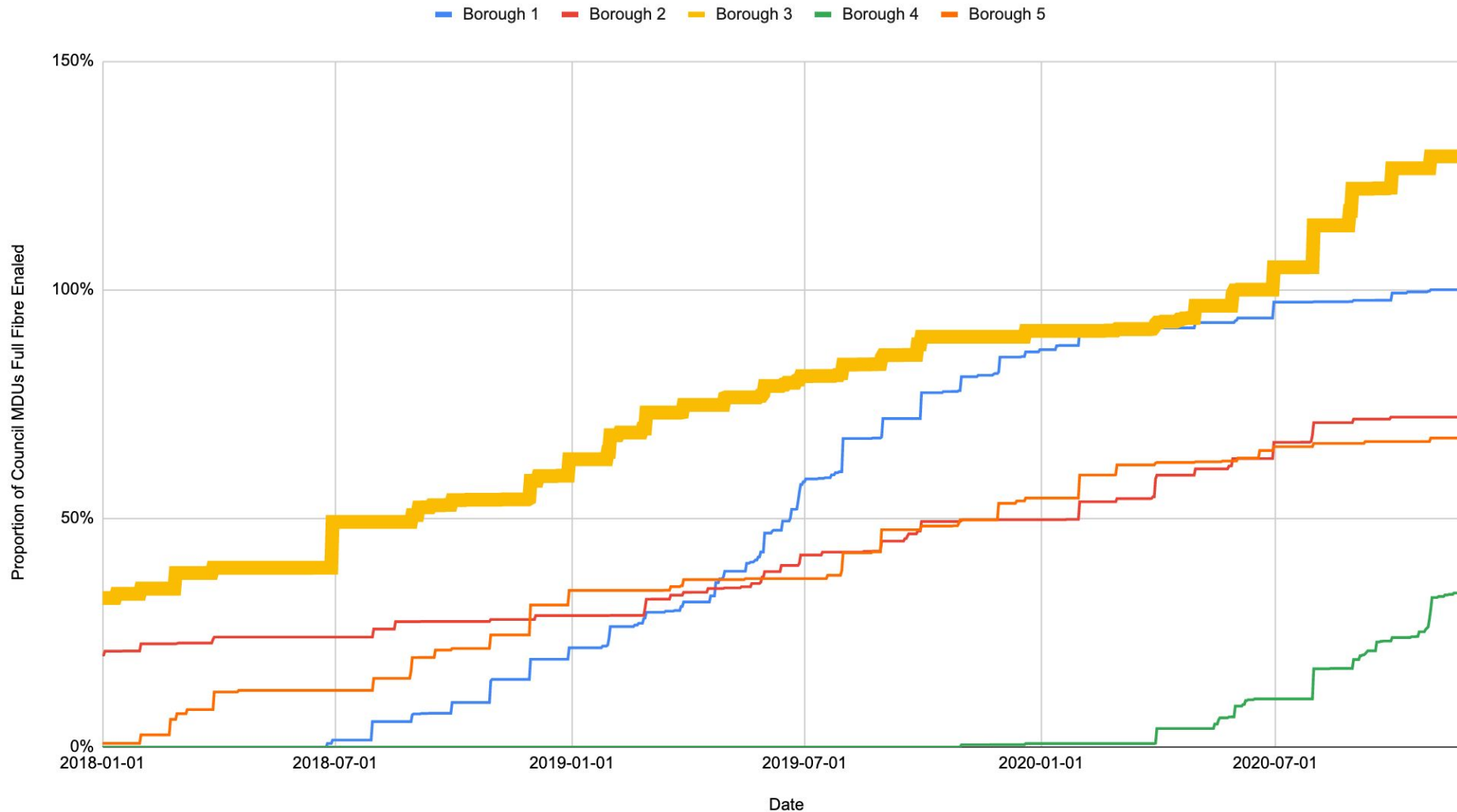
# Some Lessons Learned from Borough Partners



Process of signing individual wayleaves for each estate can take a long time - even when using an agreed template.

Signing a Master wayleave at the end of last year has enabled us to speed up the build in 2020.

# Some Lessons Learned from Borough Partners

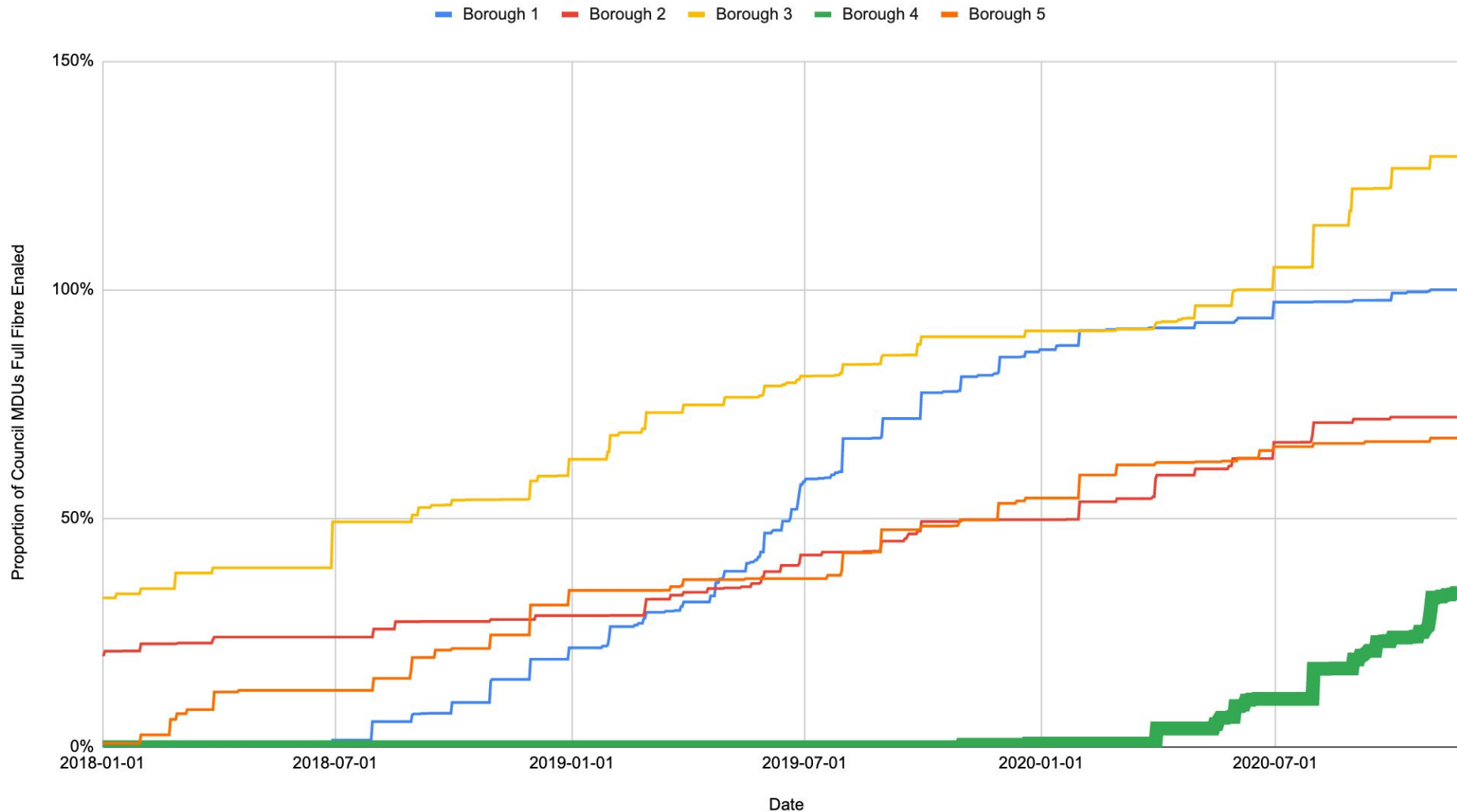


Good partnership with the M&E team meant that we were able to get our designs signed off quickly.

We have successfully worked with this borough to start to enable their SDU stock taking us beyond 100% of their MDU stock



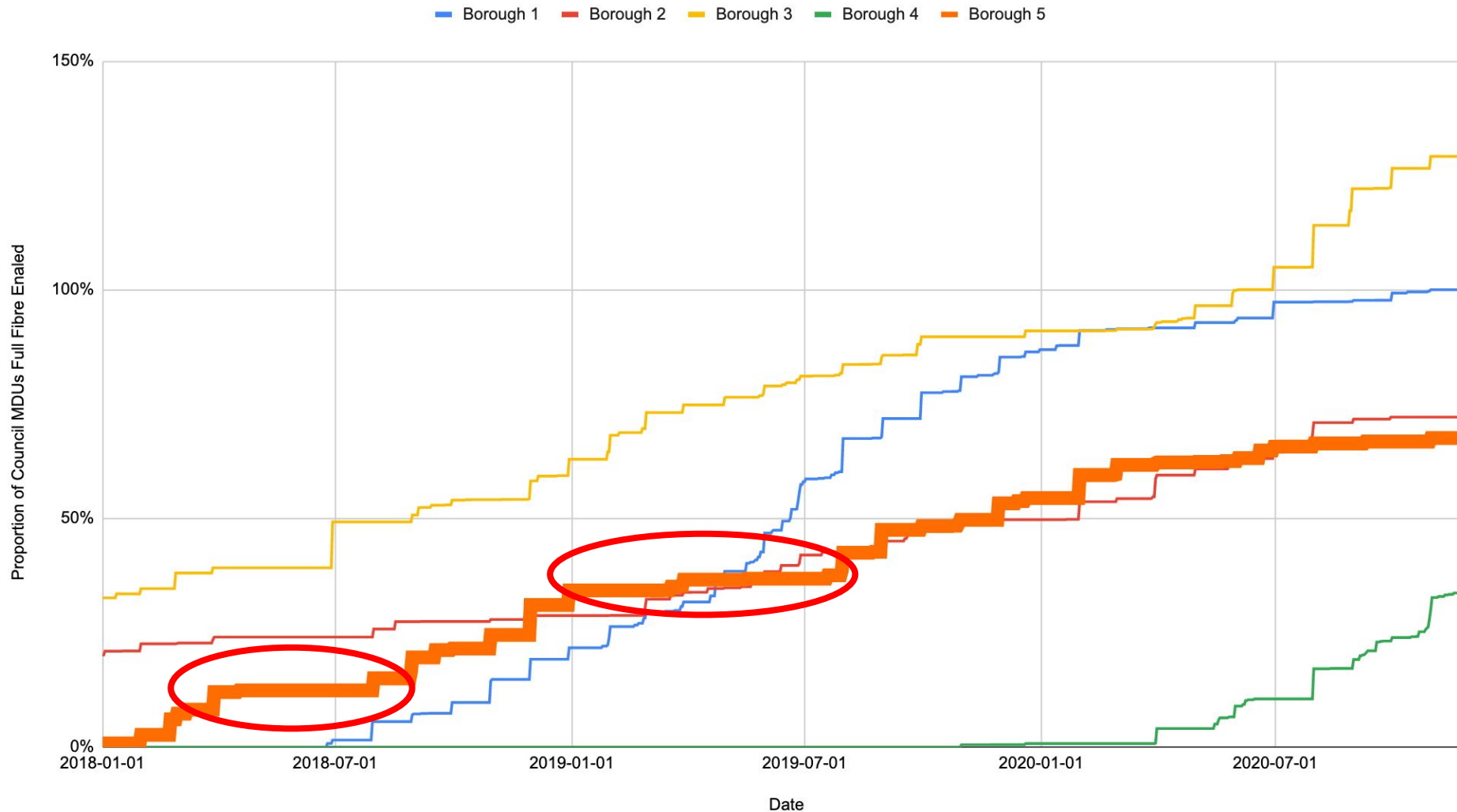
# Some Lessons Learned from Borough Partners



Council was keen to get going, however it took a while to engage the right people at the ALMO.

Looking to bring in some independent third party surveying resource in the new year (paid for by Community Fibre) to help accelerate roll-out.




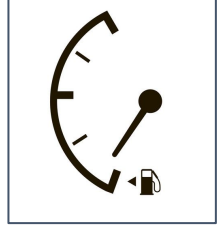


# Some Lessons Learned from Borough Partners



First plateau digital project manager was allocated to a different project and so rollout stopped.

Second plateau was one the project manager found a new job at a different organisation and so rollout stopped whilst a new project manager was recruited by the council.

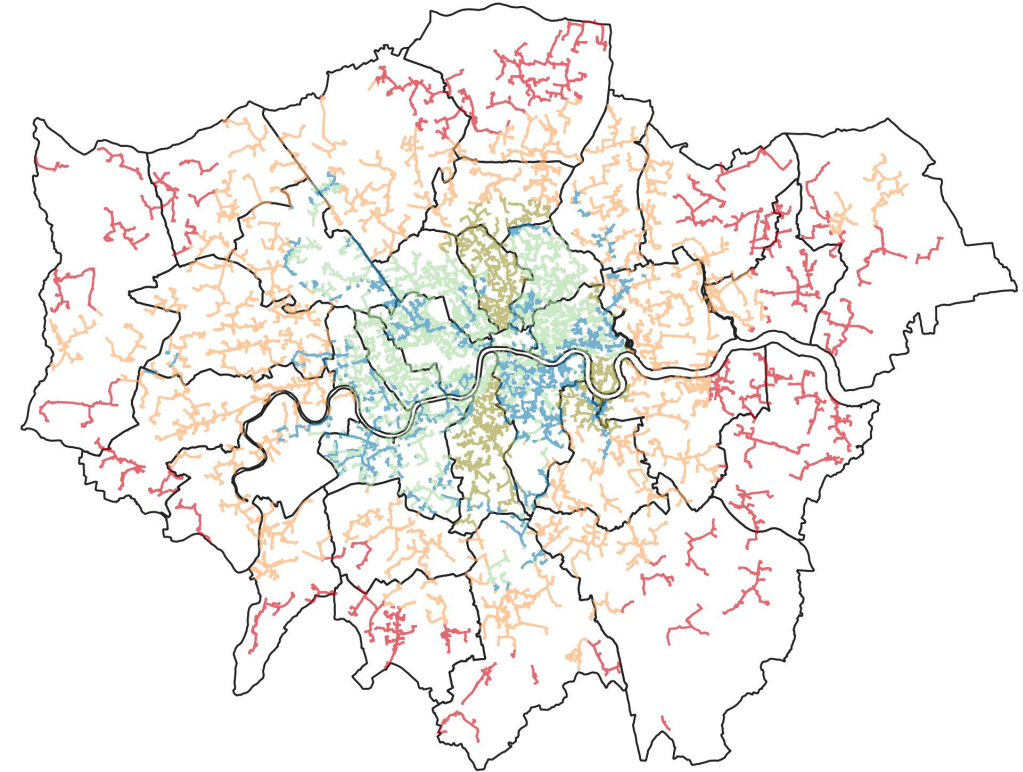
# Common Questions

 <p><b>Am I allowed to do this?</b></p>	 <p><b>Community Who?</b></p>	 <p><b>Is my building safe?</b></p>	 <p><b>How can I properly resource the project?</b></p>	 <p><b>Will you engage residents properly?</b></p>	 <p><b>What social value will you bring?</b></p>
<p>Are you allowed not to do it?</p> <p>Publish the wayleave that your organisation is prepared to use?</p> <p>The City of London Corporation have published a standard template that all can use.</p>	<p>Community Fibre is the largest least known ISP in the UK</p> <p>Building a new brand from scratch takes time.</p> <p>We only market our service to the areas we can serve to avoid disappointment.</p>	<p>Check that the operator has proper quality management accreditation (eg ISO:9001)</p> <p>Check they use an independent 3rd party fire assessor to check their works.</p> <p>Review the RAMS documentation supplied</p>	<p>The operator does most of the work and takes liability.</p> <p>Maybe a project manager to guide internal stakeholders and someone from M&amp;E / Housing to review the RAMS</p> <p>Community Fibre can supply and pay for specialists if you do not have them</p>	<p>We will write to all residents a number of times both before installation works start and whilst they are underway.</p> <p>Where possible we meet with the RA to answer any questions they have.</p> <p>Upset residents won't be interested in buying our services.</p>	<p>Free Gigabit connections to the Community Spaces our network passes.</p> <p>Digital Ambassador programme that trains local people to become the ambassador for their own community.</p> <p>New jobs for Londoners working with your employment services teams</p>

# Investment Opportunities

# Community Fibre - Investment Plans

- Over £100m already invested in London
- Additional £400m to be invested over next 3 years
- Tell us about the not-spot areas you would like us to focus attention on
- We make use of existing underground duct to minimise street works
- £millions of social value available from free connections, digital skills training and job creation
- **Sign a wayleave to bring investment to your borough** all we need is your permission to invest
- Encourage other landlords in your borough to sign wayleaves - housing associations and private landlords
- Industry target is to get a fibre to all London properties by 2025 - don't get left behind!!



# Building Upon the Full Fibre Foundation

## Smart Buildings

Smart buildings will improve living standards while reducing costs. From smart heating, security, care, communications, lifts and IoT devices. Smart needs fibre.

## 5G Mobile and Small Cells

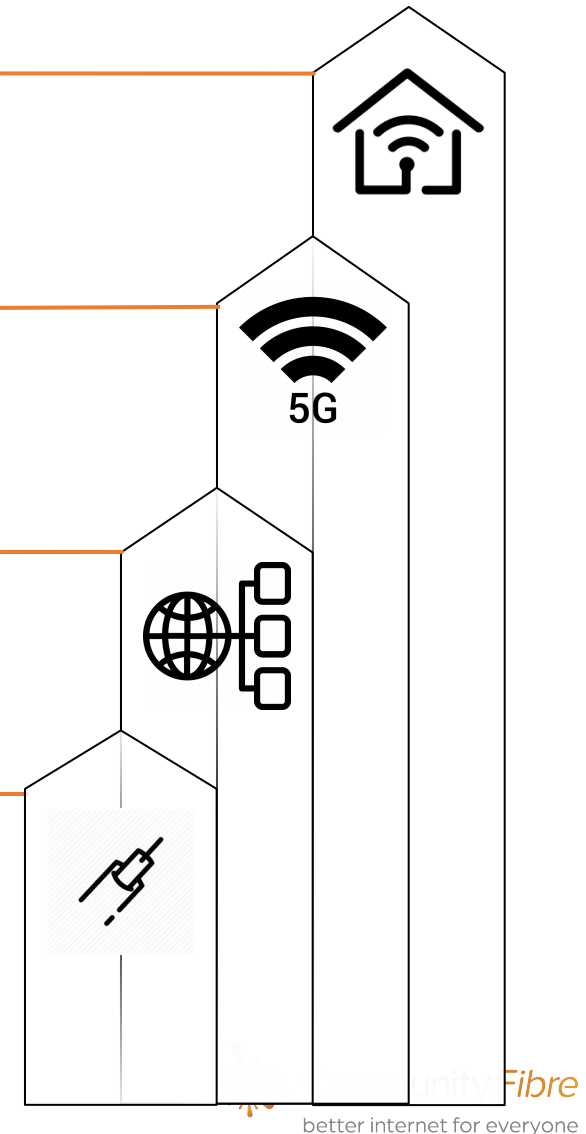
5G will increase the speed of mobile connectivity giving more bandwidth and more capability both at home and on the go. 5G needs fibre.

## SD-WAN Connections

Software defined networks (SD-WAN) change how we think about connectivity and security to create a network that is virtually anywhere. SD-WAN needs fibre.

## Full Fibre Foundation

Fibre is the foundation of a connected future. By allowing fibre connectivity to a property a landlord opens the door to the future. If there is fibre in a building then there can be new networks, new connectivity and better buildings.



# What makes our broadband different?

## Fastest

Community Fibre is consistently rated as the fastest ISP in UK by thinkbroadband.com



## Best Customer Service

Community Fibre is the most trusted ISP in the UK and ranked number one out of 95 by Trustpilot



## Best Price

Community Fibre is the most best priced broadband at all the speeds we offer

### Residential Packages

<b>SUPERFAST</b> 50 Mbps £20/Month	<b>ULTRAFAST</b> 150 Mbps £25/Month	<b>HYPERFAST</b> 400 Mbps £35/Month	<b>GIGAFAST</b> 1000 Mbps £50/Month
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Our packages are fair too. We don't charge for install. We don't increase our prices after introductory periods or with inflation.

### Business Packages

<b>ULTRAFAST</b> 300 Mbps	<b>GIGAFAST</b> 1000 Mbps	<b>10GIGAFAST</b> 10000 Mbps
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