

# FREQUENTLY ASKED QUESTIONS

## **What is next generation broadband?**

Next Generation Broadband or Superfast Broadband is what the Government are looking to deliver to all homes throughout the UK by 2020. It aims to achieve speeds of up to 40Mbps, which may seem like a dream for those of you who currently don't even get 1Mbps! An initial Government target for 2015 is to ensure all homes receive a minimum of 2Mbps.

Whilst we can't guarantee speeds of 40Mbps initially the community broadband service that could be delivered as part of this project will make a significant improvement to the speed and reliability of internet to all properties in the AB37 9 postcode area.

## **What is the Community Broadband Scotland Project?**

In Scotland getting broadband to all homes is particularly challenging. The Scottish Governments two main rollout programmes should get superfast broadband to about 85-90% of homes and businesses (not us!).

Community Broadband Scotland has therefore been set up to help communities in the 10-15% 'harder to reach' areas (us!) to close this gap by developing their own community broadband projects.

## **Why is a community solution required?**

Commercial providers like BT, Virgin, Sky, etc will not provide next generation broadband services to everyone. At a UK level it is estimated that the major telecommunication companies will provide a service to about 60% of the population. Areas that are particularly remote, like Tomintoul and Glenlivet, will not be a priority area for these companies.

Public subsidies are therefore being provided to extend the reach of these services into areas of broadband market failure.

## **Why do you need a commitment from us to sign up to the community broadband scheme?**

The Rural Seed Fund that Community Broadband Scotland are delivering will support costs such as those required to establish the project and get the technical infrastructure in place, it will not support the ongoing running and maintenance costs.

The monthly subscriptions that you pay for the internet service will be used to ensure you receive a high quality internet service that is professionally managed.

## **Will this mean I need to pay an additional fee for internet?**

No, in order to access the faster internet service you would need to switch from your current provider to the community provider. We would hope to be able to deliver this faster service for the same cost as other providers currently charge.

## **Will a community broadband service be reliable?**

Yes, this will be a key consideration when the system is developed. The infrastructure will be put in place by technical experts and the service will be maintained 24/7.

## **What are the benefits of the proposed community broadband service?**

1. You will receive a faster more reliable broadband connection.
2. The technology used will ensure all homes can access this service.
3. If anything ever goes wrong with your service there will be someone in the local area available to fix the problem rather than having to wait for engineers to travel into the area.
4. The money paid in subscriptions remains in the local area, being spent on your service and employing local people.

## **TESTING YOUR INTERNET CONNECTION**

### **How do I test my current internet speeds?**

It is very simple to test your internet download and upload speeds, go online and visit [www.speedtest.net](http://www.speedtest.net) this will show a Test Now box, which if you click on this will run a short test to tell you both upload and download speeds.

### **When should I test my current internet speeds?**

If you notice that your internet is particularly bad at a certain time during the day we would recommend you test your internet speeds at that time as we are looking for your poorest connection speeds. Generally people report that late afternoon and evenings are the worst time as most people are trying to get online.

## **NEXT STEPS FOR THE PROJECT**

We will be collating all the survey results in January and mapping out the internet service currently available across the postcode area. The results of this survey will allow us to work with technical consultants at Community Broadband Scotland to decide on which technology will suit this project best.

Once this has been done we can then put together a business plan, costing out the project and apply for the grant support to deliver next generation broadband.