

You CAN get better broadband now.... with a community grant for satellite broadband

(If you already have a satellite package or phone dongle read on
as you may be eligible for a grant)

The community volunteer group, Garve and District Broadband (GDB) is working with BT/HIE, BT Community Fibre Partnership, and wireless broadband companies to bring a faster broadband service to **all** households in the GDCC area. However, it may not be possible to implement any of these solutions for another year. Consequently, GDB, with funding from the Lochluichart Community Trust, is able to subsidise satellite broadband for individuals and businesses for one year only as an interim measure.

GDB has researched and identified a suitable interim package: Avonline Tooway Satellite.

The grant scheme will provide the individual user with the following:

- **A one year contract**
- **Reimbursement of rented satellite kit and standard installation costs**
- **25 GB data each month (40 GB also available)**
- **Improved speeds of up to 22 Mbps down and 6 Mbps up, average 10 Mbps down and 5 Mbps up — (BT broadband speed is up to 0.5 Mbps).**

Satellite broadband is quick to install and provides better speeds than we currently have. But it is expensive at £55.00 per month for individual users, is not suitable for some interactive applications, and has data limits.

The slower BT broadband service which is currently available to most of this community is up to approximately £25.00 per month, and has unlimited data.

The subsidy scheme will fund the difference of £30.00 per month and reimburse users for kit and standard installation costs.



Image courtesy of <http://avonlinebroadband.com>

In summary, the personal user will pay the equivalent of £25.00 per month for a faster service than BT can offer here —but with limited but adequate data.

How the scheme works for personal users

- You order the 25 GB Avonline package online
- You pay £250 up front for the kit rental and standard installation plus the first month's rental; a total of around £305.00
- You commit to Avonline's monthly fee of £55.00 by direct debit

Within 4 weeks of your order, you receive a grant of £610.00 from GDB. This one off payment will:

- reimburse your £250.00 kit/standard installation cost
- provide a £360.00 subsidy (£30.00 per month) towards your 12 monthly rental payments.

The effective monthly cost to you will be £25.00, i.e., £55.00 less the £30.00 subsidy.

If you choose to order the more expensive personal 40GB data package, you will still qualify for the £610.00 grant but your own monthly costs will be higher.

How the scheme works for business users

You can opt for the 40 GB business package. A £730.00 grant will provide £250.00 towards kit/standard installation costs and £480.00 towards your 12 monthly rental payments. If you choose to order the more expensive 100 GB business package, you will still qualify for the £730.00 grant but your own monthly costs will be higher.

Otherwise, the personal 25 GB or 40 GB packages may suit your business needs and you will receive the £610.00 grant.

How the scheme works for current satellite broadband subscribers or dongle users

If you already have a **personal satellite package or a phone dongle** and pay more than £25.00 per month, you are eligible for a grant of £275.00 towards your usage costs for 12 months.

If you already have a **business satellite package or business dongle**, you are eligible for a grant of £380.00 towards your usage costs for 12 months.

Avonline package costs

(Avonline prices are correct at the time of writing. If Avonline prices change during this period, the grant sums remain the same as quoted).

	PERSONAL USER		BUSINESS USER	
	Avonline 25 GB home package	Avonline 40 GB home package	Avonline 40 GB business package	Avonline 100 GB business package
What you pay	Including VAT	Including VAT	Excluding VAT	Excluding VAT
Up front cost to	£250*	£250*	£411*	£491*
Your monthly direct debit	£55 pm	£71 pm	£86 pm	£160 pm
What LCT grant covers				
Up front subsidy	£250	£250	£250	£250
Equivalent monthly subsidy	£30 pm (£360 lump sum)	£30 pm (£360 lump sum)	£40 pm (£480 lump sum)	£40 pm (£480 lump sum)
Your total grant	£610	£610	£730	£730
Net cost to you				
Up front cost*	Free*	Free*	£161*	£241*
Equivalent monthly cost	£25 pm	£41 pm	£46 pm	£120 pm

* For standard installation only

IMPORTANT - PLEASE READ CAREFULLY

1. It is your responsibility to:
 - make sure that satellite broadband is right for you.
 - check BEFORE you buy an Avonline package, that you can cancel your BT Broadband service, if this is what you want to do, to avoid paying for broadband twice over the 12 month period.
 - ensure that you can commit to the full direct debit payment for the one year contract, e.g., £55.00 per month for 25 GB personal users.
 - cancel the contract so that it does not roll on after one year (Avonline will prompt you). There are no plans to extend the subsidy scheme for a second year.
 - arrange and pay for the return of the rented kit at the end of the year's contract. In most cases the supplier will collect for a fee.
2. You will be required to pay around £305.00 up front to Avonline for rented kit, installation and the first month's rental fee.
3. You will receive your grant from GDB within 4 weeks of placing your order with Avonline.
4. The contract for the satellite broadband service is between you and Avonline. GDB has no contractual involvement or obligation, and has no liability for your choice of satellite, satellite package or the satellite service you receive. GDB is only providing a grant to reduce your costs.
5. You may wish to renew your contract with Avonline at the end of the contractual year. However, there will be no grant available and you will be responsible for all further costs.

How to get your Avonline satellite package and / or your grant

If you want to take up the subsidy scheme, contact us by phone on 01445 720 206; email broadbandworkinggroup@gmail.com or post to Anne Stewart, GDB Satellite Scheme, School House, Achnasheen, IV22 2EE

GDB will send you:

1. A set of Questions and Answers about the scheme
2. A step-by-step set of Instructions on how to buy the Avonline package online
3. A Grant Application Form with instructions for completion by new users and existing users

Follow the instructions to buy the Avonline package. Then complete and return the grant application form along with the required supporting documents (scanned documents accepted).

NB Business users: You must order from Avonline by telephone and not online to get a 12 month rental contract. Full details are in the instructions.

DEADLINE FOR APPLICATIONS: 31st July 2017

The deadline for receiving applications for this grant scheme is **31st July 2017**. Applications received **after this date will not be considered**. Funds are limited and **grants will be dealt with on a first-come first-served basis**. It is important, therefore, that you return your grant application and documentation to us as soon as possible.

SOME QUESTIONS AND ANSWERS

(Many more in the pack you are sent if you want to take up the grant scheme)

Is satellite right for me?

The Avonline website, and many others, have advice on the advantages and disadvantages of satellite broadband. You need to check these out and make sure you are happy with satellite. Some pertinent facts are as follows. You need to have an unrestricted view to the south within 20 meters of your property to be able to see the Tooway satellite. Satellite is fine for most internet activities, but because of the inherent delay, it is not suitable for gaming. Satellite broadband comes with limited data — you can buy various packages and data add-ons.

How much data do I need?

Advice from suppliers is that a 25 GB data package should meet the needs of most families. This is the standard package for the scheme. However you may feel that this is not enough and consider the 40 GB package instead. A useful website for checking your data needs is

<http://www.broadbandnow.org/resources/data-usage-calculator/>

What happens if I go over my data limit?

Your internet speed will drop to being very slow, slower than we have now, until you buy extra data, which can be expensive. Full details are on the Avonline website. It is your responsibility to pay for any extra data.

What happens to my BT Broadband?

This is up to you. You may wish to keep it as a fallback option. Or you may wish to cancel it because it is too expensive to run two broadband services. BEFORE you take up the satellite package, you must check with BT that you can cancel your BT broadband service after you receive satellite, if this is what you want to do. Moving off BT Broadband for a year does not restrict you from returning to BT Broadband in the future if you wish to.

It is possible to reduce markedly what you pay for your BT Broadband. Some people in the community have complained to BT about paying up to £25 pm for a poor service – speeds less than 0.5 Mbps with constant drop outs—and had their monthly fee reduced to between £5 and £10 per month.

Why do I have to pay upfront?

*The contract for providing a satellite service to you is between you and Avonline. GDB has no contractual responsibility and accepts no liability for your choice of satellite, satellite package and satellite service. Therefore all payments in full have to be originated by you. But you **will** be subsidised with the grant specified.*

Why must I use Avonline?

GDB has researched all providers of satellite in our area, and Avonline offers the best all-round value as a temporary stop-gap solution. No grant is available to a new user for any other package or from any other supplier.