

Community Broadband Product Description

Title	Community Broadband Product Description
Purpose of Product Description	<ul style="list-style-type: none"> • To identify the key requirements for a community broadband product for the community • To be able to compare different broadband offerings from service providers on a 'level playing field'
Product Objective	<p>The primary objective is to deliver a product that provides broadband access to as many notspot households in Treuddyn and surrounding villages as possible. It is recognised however that to provide commercial viability the product can be marketed to existing broadband customers above the 512kps 'notspot' threshold as long as the primary objective is realised.</p>
Composition	<p>Speed: (Downstream) 2mbs minimum. Minimum, Average and maximum speeds to be documented in proposal from service provider.</p> <p>Number of customers supported: Minimum / Optimum* / Maximum* – figures provided in proposal from service provider.</p> <p>* These will be day one 'go live' figures based on the current needs of the community.</p> <p>Geographic Area Supported: A number of notspots have been identified within the communities in Treuddyn, Nercwys, Black Mountain and Gwernymynydd etc. The product must support as many notspot households in these areas as possible.</p> <p>Contract Duration: Ideally 1 year contract duration with no penalties for non-renewal of contract. Longer contract options may also be offered in addition to the 1 year option. It is recognised that longer initial contracts may be needed to ensure start-up profitability for the supplier. Supplier to detail.</p> <p>Cost of Service: Service provider to detail what the customers have to pay on a monthly basis for the service including. Billing is required monthly or Quarterly as options.</p> <p>Customer Services: Service Provider to detail what the customer receives in addition to connection to the internet e.g. Free web space, email addresses etc.</p> <p>ISP Policies: The service provider to provide details of any policies to be in force including 'fair usage' restrictions and data caps applied to customer downloads / uploads.</p>

	<p>Internet Service Provider Services: (e.g. Load balancing of traffic, contention rates, network security services) Service provider to act as full ISP, the community will not handle any ‘back-end’ services. Service provider to detail the following: What services are included with the product. What services are NOT included in the product Service provider to detail additional products such as telephone and mobile phone products that can be bundled with the service.</p> <p>Customer Support: Helpline to be available 24x7. Other individual customer support arrangements to be documented by service provider e.g. Expected turn around times on faults etc.</p> <p>Community Support (Infrastructure): 24 x 7 for all critical faults with community hardware / software. Service Level Agreement to be documented by service provider but expected to be 99.99% availability 365. Service Level Agreement to document anticipated outages and turnaround of faults by criticality.</p> <p>Community Hardware (Infrastructure): Shared hardware must be fully detailed by the service provider in terms of cost, location, access requirements and local / county planning requirements needed.</p> <p>Customer Hardware: Hardware requirements for each customer, such as wireless receivers etc must be fully detailed by the service provider including cost, location access requirements and local / county planning requirements needed. Generic details need to be supplied regarding changes customers may need to make within their existing home networking setups to accept the feed (different cabling / connectors etc). Are there any known problems with certain types / layouts of households the customer should be aware of that may cause problems with the proposed service.</p> <p>Expansion of customer / Geographic base: Can the product accommodate additional customers / geographic locations beyond the maximum ‘Day One’ figure to allow for future growth – details to be provided in proposal from service provider.</p> <p>Technological Sustainability: How will the product keep pace with technological enhancements so it does not become redundant?</p> <p>Known Issues: Does the infrastructure being proposed suffer from any issues e.g. are there any atmospheric or other problems that may on occasion cause loss of service or service levels not meeting the agreed standards. How often are these problems experienced and how are they dealt with.</p>
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	<p>Support Funding: The product is expected to be supported by support funding from the Welsh Assembly Government. This funding is limited to £1000 per eligible household (currently receiving less than 512 kbps) on successful application (details regarding the application process are available from the Welsh Assembly Government). The expectation is that support funding available will pay for required Customer Hardware first and Community Hardware (infrastructure) second. e.g. if a customer requires a receiver on their household costing £500 then the receiver should be paid for first and the remaining funds (£500) used to fund infrastructure. The service provider must detail the use of available funds within their proposal.</p> <p>The service provider should also give indications how the Cost of Service changes depending on the support funding available e.g. no funding, £40,000 funding, £60,000 etc. Not only does this give an indication of the impact of funding but it provides momentum to the community to get as many notspots users engaged as possible.</p> <p>NOTE – The funding scheme has finite resources and there is no guarantee for money to be available for extended periods. It is essential that therefore for the service provider to provide a date by which they will produce a detailed proposal so that the community does not miss the opportunity to receive funding.</p>
Derivation	Delivery Channel (telephone, wireless, satellite, etc). The product does not have to rely on any specific technology and may use a mixture of technologies to achieve the objective required.
Quality Criteria	<p>Product delivered to be checked against agreed proposal with Service Provider to ensure all aspects of the proposal have been met.</p> <p>Service and Operational Level procedures to be monitored by Service Provider.</p> <p>Project plan to be produced by the Service Provider as part of proposal.</p>
Quality Method	<p>Delivery of project checked against project plan timescales</p> <p>Line speed checks.</p> <p>Customer feedback.</p> <p>Community review of service with Welsh Assembly Government representative and Service Provider service against agreed Service and Operational level agreements.</p>
Quality Tolerance	<p>Tolerance on line speed +/- 10% on average / maximum speed. No tolerance on minimum speed.</p> <p>Tolerance on level of service specified on Service and Operational agreements +/- 2% (for first 3 months, after first 3 months 0%).</p>