

# Questions and Answers?

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## WESSEX

### Are Wessex a credible provider?

- Founded in 2010 by James Gibson Fleming (Ranston Estate) and other landowners
- 200+ schemes completed in past few years.
- 5500 households connected, 20,000 within a further two years
- 75 further schemes in process of being delivered. DSA and West End are just two of them.
- From 15/20 employees to 120 in past 2 years
- Laying fibre network since 2016

### Wessex will have a monopoly over us, because it will be their infrastructure alone?

- The Wessex infrastructure is now an Open Access Wholesale Network. This means any ISP can offer their services over the network
- You will still have choice. If after a year you wish to return to BT you may or any other provider who supplies via the Openreach infrastructure.
- Plus, in time other providers may be available via the Wessex infrastructure.
- Wessex only offer **12 month** contracts. Most BT contracts are 24 months

### I don't understand who pays for what? Do Wessex invest their own money in the network?

- Yes, Wessex do invest their own capital
- Under terms of UKGV scheme, Wessex have to prove they are investing in the network build
- In fact, Wessex have to invest £250-750 per property
- Voucher amounts are used to fund what Wessex are not able to fund commercially.
- Wessex or any other provider may not "profit" from the voucher monies

### Is Wessex any good, is their service reliable and stable? How good is their Customer Service?

- Please talk to anyone you may know in the local area who have been connected: *Alvediston, Ferne, Lower Wincombe, Swallowcliffe, East Hatch, West Hatch, Fonthill Gifford/Stop Street, Ridge, Gasper, W Knoyle, Lower Chicksgrove, Deanland, Woodcutts, Pentridge, Woodyates, Fisherton de La Mere*
- Wessex have a dedicated local help desk. X8 customer services reps
- Plus x5 IT technicians managing the network infrastructure and performance

### Wessex may be using any old fibre and doing a second rate job?

- Wessex network is over engineered - not only fit for purpose but has built in longevity
- All fibre is capable of carrying 10gb speeds not just the 1gb being offered today
- Fibre is safer and better protected underground than on an overhead network

### May I switch between Wessex products? EG 100gb to 350gb download or vica versa?

- You may upgrade/downgrade your package at any time without needing an engineer visit.

### What happens on Full Fibre Lite if I exceed the 100gb data limit?

- You will receive a notification before you reach the limit
- For every 10GB over you will be charged £5 with a warning each time you reach these limits

### I need a landline and I will lose it if I go with Wessex?

- Wessex offer a phone service @ £7.95/month.
- You may keep your old number and enjoy unlimited calls to UK landlines.
- Unlike BT, there is no Line Rental charge.
- Or you can simply drop your landline altogether and run your mobile through WIFI.

### BT have installed a mesh (Halo) throughout my house – will this work with Wessex router?

- Wessex offer similar system called TOTAL WIFI - £4.50/month or free with top end products.
- TOTAL WIFI simply requires a power socket with no connecting cables
- It provides seamless transition as you move around house – no re-entering of passwords
- TOTAL WIFI uses Triband – 2.4, 5 and 5ghz. This creates x3 Wi-Fi networks from each extra hub

### Is Wessex regulated by OFCOM?

- Yes, Wessex are regulated by OFCOM - please contact Wessex for more information, if required

## BRITISH TELECOM and OPENREACH

### I'm happy with BT speeds at 20/40mbs so I don't need Wessex?

- We were happy with 5/10mbs only a few years ago. 20/40mbs will not be enough in years to come.
- Families need around 100mbs in order to function effectively
- If you were to sell up, 20/40mbs will simply mean your house is less saleable.

### I would rather wait for BT/Openreach?

- BT/Openreach have no plans to serve our community
- BT/Openreach are unlikely to see us an opportunity - we are surrounded by Wessex infrastructure.

### I am in a BT contract so cannot commit now?

- Not a problem. Please just obtain your voucher and Wessex will install when you are ready
- Vouchers are valid for 12 months and can be renewed if necessary giving you plenty of time
- Wessex handle the renewal of any lapsed vouchers

### I can't leave BT because I need to keep my BT email address

- Understood. If you leave BT, you are able to keep your email address. There are 2 options.
- BT Basic Mail – is free but can only be accessed via your web browser and not a phone app
- BT Premium – full accessibility via apps etc and costs £90/year
- OFCOM have been investigating this “unfair” industry practice since summer 2020

### Why not put together a BT/Openreach scheme like Bishopstone, Bowerchalke?

- They had no choice. Wessex is not in their area. They had to go with Openreach
- Such a project requires huge community investment in resources, skills and time and is risky
- We have Wessex offering to take all the heat, hassle and risk out of the process.

## CONSTRUCTION OF THE INFRASTRUCTURE

### a) The backbone of fibre around the village

#### Laying of the backbone of fibre around the village will cause great damage to fields, verges etc?

- Wessex is owned by a major landowner. They know how to deal with the challenges
- Full reinstatement of land is a priority including land drains - this is their bread and butter
- Large machinery used is quick, efficient and effective. Look at the pics/video on website. Go to *Help and Support* then *How we Install Fibre*
- Use of Full and Midi depth plough, drill and small digger in Phase One

#### Wessex hold landowners (surrounding the village) responsible for all damage to the network?

- Wessex only hold the landowner liable if the damage is wilful.

#### What happens if Landowners say no?

- If landowners say no, Wessex find an alternative - they would rather not force the matter.
- Very rarely has a landowner denied access entirely and this has affected a whole scheme.

#### Where will the fibre be laid?

- This will not be known until landowners have been contacted in Spring 22

### b) Fibre connection to properties

#### How can Wessex ensure my garden is not damaged?

- Wessex have an excellent reputation for taking care and time to ensure you are 100% happy
- They use much smaller machinery than field machinery, including a “drill” to burrow under roads/driveways and hand digging.  
Look at the pics/video on website. Go to *Help and Support* then *How we Install Fibre*
- (Please note: Wessex will hold the landowner responsible for fibre damage on the owners property, but this is the same for any ISP)

#### I'm worried about damage to drains, drive, other cabling. I can't see how you can get fibre into my house?

- A Wessex installation expert will discuss your connection once the backbone has been built
- Wessex are very good at these sorts of solutions
- These issues can of course be discussed with the Wessex sales team at any time. The field sales team can visit to discuss.

## PRICING

### Wessex are expensive?

- Wessex pricing is in line with other providers.
- Wessex prices are coming down, not up.
- £29/mth 100mbs and 100gb entry level deal
- There are cheaper Christmas/Introductory offers from BT – but are not long term. Beware!
- Wessex only offer 12 month contracts. Most others only offer 24 months

### Wessex will put up their prices as soon as they have completed the scheme?

- There is no evidence of this.
- Prices continue to come down. Entry level package down from £35/month to £29 in past 6 months

## TIMINGS

### When might all this happen?

- Wessex are planning to build the infrastructure and connect properties in early Summer 22
- They plan to build and connect the DSA scheme and West End scheme at the same time.
- 6-8 weeks to build the “backbone” around the village
- 3-4 weeks to connect properties

### What if I take the voucher but then sell my house and so do not want a connection?

- Not a problem. You can simply cancel your voucher and the new owner will reapply

### What if I take voucher, get connected and then move?

- Not a problem. You can simply cancel your contract with Wessex

### I don't want it now but maybe later, after much of the village has been connected?

#### What happens then?

- As long as vouchers are available you may secure your voucher and ask to be connected
- If the voucher money is no longer available then Wessex will connect for £250
- If you are not in a position to claim a voucher now but foresee wanting one in the future, then register interest and Wessex will provision for you during the build.

## SCHEME COVERAGE

### Some properties appear to be caught unconnected, between schemes? If Wessex don't connect them, they are marooned?

- Marooned properties should still register and Wessex will then be in contact

### SP7 9EP (x8 properties) are not in the DSA scheme?

- x2 have been connected
- The other x6 will have the option to be connected at same time as DSA scheme but are not part of DSA scheme. But they must obtain their vouchers

### SP7 9ER (x1 property)

- Will be added to the DSA scheme.

### SP7 9ES – will the x3 properties at bottom of Pigtrough Lane be connected soon?

- All 3 were part of the Wardour/Hatch scheme - x1 has their voucher, x2 may obtain a voucher

## VOUCHERS

**I don't understand the registration and sign up process? Explain the steps please?**

- Step 1 - Owner/Tenant is interested in exploring what Wessex have to offer
- - They call or email Wessex in order to REGISTER interest - REGISTRATION
- - There is no obligation/liability at this stage
- Step 2 - Owner/Tenant decides they would like FTTP from Wessex
- - They choose a Wessex package and ORDER (SIGN-UP)
- Step 3 - Wessex apply to DCMS for a voucher on behalf of Owner/Tenant
- - DCMS email Owner/Tenant asking them to confirm details and complete a form
- - DCMS validate the voucher, provided details and form are provided within 28 days
- Step 4 - Wessex build the village network infrastructure
- - The voucher (£1500) is 'drawn down' by Wessex to fund connection to property

**Multiple property ownership? How do I apply for multiple vouchers? EG renting a second property?**

- Where possible, please have your tenant apply for the voucher in a rented property.
- If this is not possible, then please talk to Wessex about applying for 'landlord vouchers' where an owner of multiple properties can apply for more than one property.

**To connect the church/village hall, we are told we have to pay £700 VAT which we cannot afford**

- Simply apply for a domestic voucher and Wessex will connect for £1/month

**What if Wessex do not build and therefore do not use the voucher? Is it available to another provider?**

- Yes

## FURTHER QUESTIONS OR CONCERNS?

Any further questions or concerns about providing superfast broadband to Donhead St Andrew please....

Call Adam Suffield

**0333 240 7997**

Or Email

**[adam.suffield@wessexinternet.com](mailto:adam.suffield@wessexinternet.com)**

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*Nick Martin Nov 15th 2021*