



## Esher Place Residents Broadband

networking your community

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### **What services will I be able to use over the Esher Place Broadband network?**

The fundamental service provided by Esher Place Residents Broadband is a full-featured, reliable, assured speed broadband network, based on a dedicated backbone link into our community not shared with anyone else.

There will be no restriction on data usage, though your chosen service provider will have an [Acceptable Use Policy](#) which ensures that the use of the broadband service adheres to all legal and governmental standards. We do not plan to have any 'throttling' of heavy users – as is frequently the case with FTTC suppliers. We will continuously monitor the total network performance and require the service providers to add capacity should this be needed to support the Esher Place customers.

All email services are supported over the network, and customers will continue to be able to use their current e-mail addresses, as well as the full range of services available from major email service providers such as Google Mail and Outlook/Hotmail. Most service providers (including BT) allow you to use your present email address without any additional charge, others make this available for a monthly charge.

Over the broadband network, you will be able to use Voice over IP technology to have landline and/or mobile access, at calling rates significantly below the rates of current incumbent suppliers. There is no practical limit to the number of landline numbers you may have, all within the local numbering plan. You can also have additional numbers based on London numbering or indeed most major cities in the world, enabling people to call you at local rates from overseas.

All advanced calling features – number display, voicemail, call forwarding, time of day routing, etc. are supported, and many are without additional charge. You will be able to port across your existing number if you wish, for which a small administrative charge may be payable. Voice quality will meet or exceed any existing analogue landline calls.

If you are unhappy at the thought of changing from your traditional POTS (Plain Old Telephone Service), you can keep your existing copper connectivity.

Using a smartphone, tablet or PC/laptop, with a one-time low-cost app, you will be able to make and receive phone calls on such devices at attractive rates. Video calling is fully supported, and you can use your TV to hold family meetings anywhere in the world, from your living room. Calls between voice and video VOIP devices anywhere in the world can

be made without charge, as can Skype or Google Hangout video calls. Conference video calling is also supported.

Full-quality radio and music services from across the globe can be accessed, mostly for free. Certain advert-free music services such as Spotify, Apple iTunes and Amazon Music are supported at their normal subscription rates. Voice access to such services using Amazon Echo, Show or Dot devices – or their Google or Apple equivalents – are available, and we fully support all Sonos high-quality audio systems.

The network will support streamed TV services in HD, or even (where available) in 4K Ultra High Definition quality. Most UK terrestrially broadcast TV stations can be streamed live or via catch-up using the broadcasters' apps, such as iPlayer. Again there are a very wide variety of channels available worldwide without charge, but where premium content is desired, companies such as Netflix, Amazon Prime, Sky, Sky Sports, etc. are available at their standard subscription rates.

Late release movie and TV show content is available on a pay-per-view basis, as are many worldwide sporting events. This includes the full sports and premium channel services available from BT TV.

When using such services, no external aerial or satellite dish is normally required (there are current restrictions to this in the case of Sky services), so these can be removed from your property to benefit the aesthetics of the whole Estate.