

**LonsdaleNET**   
*Revolutionary High Speed Broadband*

**Fasten Your  
Seatbelt!**



**Superfast Broadband  
Available Now...**

 **LonsdaleNET.co.uk**

**LonsdaleNET** uses state of the art fibre optic and wireless technologies to supply reliable high speed broadband. If you live within the coverage area of one of our wireless masts, or close to one of our fibre connection points shown on our website, you could connect to a new generation of speed!



## Features of LonsdaleNET

### Speeds from 10 to 1,000Mbps

Unlike our competitors, we only connect customers if they can receive a minimum of 10Mbps. Most of our wireless customers enjoy 35Mbps increasing to the full 60Mbps for those that are within only a few miles of a LonsdaleNET mast. Fibre connections are between 100Mbps and 1,000Mbps.

### Say Goodbye to Buffering

On slower broadband connections, streaming from services such as iPlayer and YouTube are likely to have included a lengthy buffering process. With LonsdaleNET you shouldn't be interrupted by the dreaded loading spinner.

### Symmetrical Speeds

LonsdaleNET provides equal upload and download speeds unlike traditional broadband. This allows high quality Skype video calling, online backup of your important documents, as well as the ability to share photos and videos with friends via social media platforms. Excludes some business packages.

### No Phone Line Required

Our residential packages include a Home Phone Service\* where your current number can be transferred over to us\*\* allowing you to save associated line rental costs. International calls are also significantly cheaper with calls to major destinations such as the USA for as little as 2p per minute.

### Rolling Month to Month Contract

We will not tie you into a long term contract but simply offer a rolling month to month arrangement on our residential packages.

### Local Support Provided

In the unlikely event of an issue with your connection, our locally based staff are available from 8am to 10pm throughout the year, excluding major public holidays.

## LonsdaleNET Compared \*\*\*

Provider	Broadband Speed	Broadband Usage	Home Phone Service	Monthly Cost
BT	Up to 8Mbps	10GB	Free UK Landline Calls At Weekends	£25.99
PlusNet	Up to 8Mbps	10GB	Free UK Landline Calls At Weekends	£27.49
Sky	Up to 8Mbps	40GB	Free UK Landline Calls At Weekends	£32.40
TalkTalk	Not available in rural areas.			
LonsdaleNET Lite	10Mbps	10GB	Free UK Landline Calls Evenings and Weekends	£19.95
LonsdaleNET Max	10-60Mbps	150GB (Fair Usage Lightly Enforced)	Free UK Landline Calls Anytime	£29.95

\* Our phone service does support emergency calls, however the location that the emergency services respond to is the installation address. As you can connect to our phone service from any internet connection, this location may not be where the call is made from. In the event of a power failure (unless you have a battery backup unit connected to your power injector, router, phone adaptor and phone) your phone service will not continue to function like a landline and therefore you will not be able to make emergency calls.

\*\* A fee of £30.00 applies to transfer an existing telephone number. Activation of a new telephone number costs £10.00.

\*\*\* Comparison details taken from provider websites (01/02/2014). Information based on deep rural pricing known as Market 1 exchanges by OFCOM, the lowest cost product from each provider and monthly charges. All prices inclusive of VAT.

## How It Works



A LonsdaleNET mast with a high speed fibre optic connection.



A small device is attached to the exterior of your property using line of sight to point at one of our masts.



A cable runs from the exterior device to a router inside, providing interior wireless coverage.

**LonsdaleNET.co.uk**



**01228 808002**



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## Frequently Asked Questions

### **Can I be connected?**

We require line of sight from the roof of your property to one of our masts. An initial check is made over the phone but we can only determine success on installation.

### **What speeds am I likely to receive?**

Our average speed is 35Mbps but we only connect customers if we can deliver a minimum of 10Mbps. If this speed cannot be achieved we will abandon the installation and there will be no charge.

### **What is the installation cost?**

A one off installation fee of £149.95, which includes a roof top receiver, up to 15m of cabling into your property, and a wireless router.

### **How reliable is your network in comparison to fixed line connections?**

Very reliable. We maintain a network with built in redundancy to keep you online, meaning our customers enjoy uptime in excess of 99.99%. Should a problem occur, our team of local engineers are on hand 24/7 to ensure we get you back online.

### **Does the weather affect the wireless signal and the speeds I receive?**

Generally not. Some of the worst conditions have only resulted in a 5% drop in speeds.

### **How secure is your wireless technology?**

All our wireless transmissions are secured by industry standard industrial strength 256 bit AES encryption known as WPA2 along with several other measures to protect data transmitted over our network.

### **What if I reach my download allowance / fair usage amount?**

On the Lite package your connection will be speed restricted until the following month – at which time you will need to decide whether or not to upgrade - we will NOT charge you for exceeding the limit.

On our Max package, we will not speed restrict you but our staff may contact you to discuss alternative packages.

### **Can I upgrade / downgrade my package at any time?**

Yes, just contact our office to arrange. No charges apply.

### **Do I need a migration code from my current supplier to move to you?**

No, as our system operates independently of other providers, such as BT.

### **Can I keep my current email address?**

If your email address is supplied by your existing provider please contact them. In some circumstances they will charge a small periodic fee. Services like Gmail, Yahoo and Outlook that are independent of your current provider will continue to work as normal.

### **Can I keep my existing number when using your Home Phone Service?**

Yes, we arrange the transfer of most numbers for a one off fee of £30.00.

### **How quickly can you connect me?**

We aim to have you connected within 10 days of ordering our service.

### **Further Questions?**

Please contact us on 01228 808002 or email on [admin@ionsdalenet.co.uk](mailto:admin@ionsdalenet.co.uk).



# 01228 808002