

Members are requested to:

- NOTE this report
- CONSIDER the provider offer, or
- CONSIDER the way forward

Background – Message from Provider

The Council's current provider (bOnline) contacted in September to advise we are eligible to upgrade to Fiber broadband.

Should the Council upgrade to fiber, speeds would be between 75-80mbps! This would mean faster speeds and more stability. So any card machines, cameras and wifi hotspots offered to customers would be able to run flawlessly.

The main number ported over to our VoIP service where you will get unlimited incoming and outgoing calls. This means better speeds and unlimited calls for your business at a cheaper rate:) This would be our VoIP and Fiber Super saver bundle and it would cost you about £29.95+ VAT on a monthly basis.

At the same time, we offer the lowest business broadband prices to UK businesses and, unlike BT and other providers, we've not increased our prices over the last few years. As a valued customer on our Unlimited Business Broadband package, you were offered a deeply discounted rate for a limited time. However, your discount did not expire and therefore you were

undercharged, but that's okay, we'll put you on a new discounted broadband price of £5.95+vat to keep your bills down. This will take effect on your next invoice. You will still enjoy the lowest prices in the UK and if you want superfast speeds at wholesale rates, why not upgrade to our fibre packages for an extra £5 only.

Other Information received

Voice Over Internet Protocol (VOIP) telephones can be transferred to a mobile, if you are out of the office, or to other people's mobiles if required. This type of system should also reduce the current monthly telephone and internet costs

The Handyman has a mobile (provider HG3) at a cost of £5.00 plus VAT

The Clerk has a mobile (provider EE) at a cost of £36.95 inc VAT

Package Offer from Provider

Current Set Up

Broadband + Line Rental + Unlimited calls to UK Landlines and Mobiles
£37.73 (inc. VAT) per month

New Offer

ULTD Fibre up to 80MBPS + Line Rental + 1 User VoIP which included Unlimited calls to UK Landlines and Mobiles - £29.95 +VAT = £35.94

Recommendations

Members to:

- CONSIDER the offer below or,
- DISCUSS an alternative way forward

Tina Jones
September 2021