

May 2021

Dear Landlord,

Community Fibre Supporting COVID Recovery

With lock-down restrictions easing, Community Fibre wants to make sure that residents who have been impacted by the COVID pandemic have the connectivity they need to get back on their feet.

To help, Community Fibre is introducing a new “COVID Recovery” service package which will cost your residents just **£10pm** for a 10Mbps 100% full fibre symmetrical service (same consistent upload and download speed unlike the old copper based services). As with our other packages there is no installation fee and we include a router that supports the latest mesh WiFi technology. This will be one of the lowest priced broadband services available in the UK. This service will enable users to perform various online activities, including amongst others:

- Access to job search services
- Carrying out online training including our own courses at <https://communityfibre.co.uk/digital-skills>
- Video conferencing such as virtual interviews
- Streaming a single standard definition video service such as BBC iPlayer

The service is specifically targeted at residents who are currently claiming welfare benefits from the Government who do not currently have a service with Community Fibre. We will ask the account holder to send us evidence of the welfare benefits they are receiving to confirm their eligibility. Any of our existing customers who are having difficulty in paying for a service should contact us using the details we have provided them so that we can work out how best to help them.

You can ask eligible residents to contact us directly on **0808 196 6206** to apply for this offer.

Your households will fall into one of the following categories:

- 1. Households where your organisation is the freeholder and Community Fibre has enabled its 100% full fibre infrastructure.** We will be able to connect any of these households who are currently receiving welfare benefits and do not currently have a service from Community Fibre. Any households who already get their Internet service from Community Fibre and are facing difficulty in paying their monthly service charge should be asked to contact us directly so that we can talk them through their options.
- 2. Households where your organisation is the freeholder but Community Fibre has not yet enabled its 100% full fibre infrastructure.** We will need to survey these properties and get your approval to install our 100% full fibre cables to them. We will work closely with you to prioritise build to properties with the largest number of impacted

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families within them.

3. **Households where your organisation is not the freeholder and Community Fibre has not yet got permission to install its 100% full fibre infrastructure.** Please help us to obtain the permissions we need from the freeholder so that we can install our 100% full fibre infrastructure and hence provide our COVID Recovery service to residents in need.

Homeschooling Offer Ending

Now that schools have reopened we will be bringing our free connection offer which helped with homeschooling to an end. Please get details of any remaining households that want to take advantage of the free homeschooling offer to us by the end of May 2021.

Of course all the households who we have connected using this offer will continue to receive their free broadband service for 12 months from the time their service went live. Thankyou for your support in helping us to identify and contact the households who have taken advantage of this offer.

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FAQs

Why are Community Fibre making these low cost connections available?

Community Fibre's mission is to bring better Internet to everyone and we always look for opportunities to 'Give Back' to the Communities we serve. We recognise that some members of the communities we serve will have lost their job as a consequence of the COVID pandemic. We want to help them get back on their feet by providing them with low cost Internet connectivity which they can use to find and train for new opportunities.

How long will the free connection be available for?

We will provide the low cost internet connection to households for a full year. Once the year is over we will contact them to find out if they want to move onto one of our other service packages or cancel their service.

When are the low cost connections available from?

Immediately. For properties that are already enabled with full fibre we should be able to get the low cost service up and running within a few days. Where we have not installed our full fibre infrastructure the timescales will depend on how quickly we can work with yourselves to get approval to install the fibre.

Who is eligible for the low cost service?

The service is targeted at those households where one of the residents is receiving welfare benefits from the Government such as:

- Income Support
- Income-related Job Seekers Allowance (JSA)
- Housing Benefit
- Personal Independence Payment
- Attendance Allowance
- Universal Credit
- Care Leavers support
- Income-related Employment and Support Allowance (EAS)

We do not require our landlord partners to gather this information but we do ask that you make it clear to applicants that we will ask them to send us some evidence that they are receiving one of these benefits before we can sign them up to our "COVID Recovery" service package.

Do Landlords need to validate the residents?

No - Once you have provided us with their contact details we will contact residents and ask them to send us some evidence of the welfare benefits they are receiving. If possible please check whether the resident is already a Community Fibre customer. If they are already a customer then they should contact us directly as we already have special processes in place to help existing customers who are struggling to pay.

Who would the Internet service contract be with?

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The service contract will be between Community Fibre and the resident. We will put the agreement in place with the resident when we arrange their service installation. This service agreement also makes the resident responsible for the return of our equipment (router) should they no longer want the service.

How else can you help our vulnerable households?

We continue to provide free Gigabit connections to the Community Spaces our network passes. So residents should be encouraged to visit their Community Centre if they need a fast Gigabit connection.

Our network of Digital Ambassadors continues to grow but we are always looking to train additional volunteers. You can find out more here:

<https://communityfibre.co.uk/community-connect>

As our company continues to grow we are always on the look out for members of our communities to join our team as employees. Residents can see our current job opportunities here: <https://communityfibre.bamboohr.com/jobs/>

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