

Subject: FTTP Questions/Answers

From: Neil Enoch <Neil.Enoch@cerberusnetworks.co.uk>

Date: 26/01/2023, 08:31

To: Fibre Kilmeston <fibrekilmeston@gmail.com>

Hi Graham- Thanks very much for your email into the Sales Team- for clarity and brevity I have answered your Questions directly below:

I hope that is useful

Neil

1. what is your monthly charge and contract length for each of the speeds you can offer? You can see the FTTP services we can provide , the services description and full pricing directly from our website here:

<https://www.cerberusnetworks.co.uk/connectivity-broadband/fttp>

a. are these "teaser" rates that will increase after the initial contract length 2. does your monthly charge include line rental? FTTP is a Full Fibre (Not Copper) broadband service to the premises, it does not need nor is it supplied with a copper telephone line. The website pricing is our current pricing and remains for the duration of the 12 month contract term- It is worth pointing out that in a few months BT Openreach are planning to increase pricing by circa 15% on all broadband services, so our pricing will most likely be going up to reflect the price increases..

2. for each product: is usage capped, or speed throttled? In short NO- we apply no capping to any of our broadband services.

4. does your service include a landline and, if so

a. will I have to change my number? See my answer above

b. what are your standard charges for calls to UK landlines? As Above.

c. what are your standard charges for calls to UK mobile numbers? As Above.

d. what packages (bolt-ons) do you offer for

i. weekend/ evening UK calls

ii. anytime UK calls

iii. does each package cover calls to UK mobile numbers?

5. will you discount if I take mobile 'phone services with you? We do not provide Mobile services currently, we can provide a very simple, easy to install VoIP service called MyCloud Voice, this will allow you to make phone calls using the FTTP connection and NOT the standard telephone line- I have provided you with a link to our website that contains some information and pricing for this service. With MyCloud Voice we can take any current phone number and place/port it into the Cloud, we also provide some bundled Call minutes to UK Landlines and UK Mobiles. We do NOT discount our services. Here is the link you need:

<https://www.cerberusnetworks.co.uk/communications-ip-telephony/mycloud-voice>

6. will you supply a modem? **We can provide a Pre-configured Router to work with your Cerberus FTTP connection, this can be ordered as part of our online ordering process, we do not provide the router/s FOC.**

7. will you supply a back-up battery if I need one? **UPS (uninterrupted power supply) could be provided if essential, UPS would be chargeable dependent on the UPS Provided.**

Kind regards

Dr Graham Cresswell

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