



F4RN

FIBRE FOR RURAL NOTTINGHAMSHIRE

Hyperfast Broadband

*A community project
For the community - by the community*



The hyperfast broadband network
built, owned and operated by its members
for the wider community to benefit
www.f4rn.org.uk



Design and production of this brochure donated by an F4RN User



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WHO OR WHAT IS F4RN?

F4RN is a community Broadband business run and managed by local volunteers. Its purpose is to provide high speed Broadband to homes and businesses in rural Nottinghamshire, initially focusing on the villages of Fiskerton and Morton as well as supporting other rural communities in Nottinghamshire to develop their own high speed Broadband service.

The internet has become an essential part of our lives. We are increasingly reliant on a high speed and reliable Broadband connection for work, education, entertainment and leisure purposes. Online shopping and banking has become second nature and is increasingly important in rural areas as banks close their smaller branches, but in rural areas the quality of the internet can limit what we do. Of course we shouldn't forget streaming and smart TV's. Is your Broadband connection ready for the BBC's plans to stream in 4K Ultra High Definition?"

<http://www.bbc.co.uk/news/technology-44308154>

School children are becoming more dependent on the use of computing for their homework and social interaction.

Households in rural areas such as Fiskerton and Morton now demand good quality fast access to the internet. Superfast Broadband is now seen as a normal utility like water, electricity and gas.

Although the Nottinghamshire County Council programme to deliver high speed Broadband has now helped BT to install fibre-enabled cabinets

in most Nottinghamshire villages these only bring fibre to a cabinet (FTTC) and the final connection is still over the old original copper or aluminium phone cable. This can have a huge impact on internet speeds, particularly if you do not live close to the cabinet. The government emphasis has now switched to running fibre all the way to the home but the focus for large internet providers is on cities and large towns not rural communities such as Fiskerton and Morton. This is where F4RN and other community Broadband groups across the country step in to make sure rural villages remain attractive places to live and work.

Back in 2016 the Fiskerton and Morton Broadband Action Group was formed with the aim of initially putting pressure of the County Council to hasten the delivery of Superfast Broadband to our community but it was finally concluded that there was no guarantee of a satisfactory timescale or result.

It was therefore decided to create F4RN (Fibre for Rural Nottinghamshire), with the ambitious objective of providing Superfast Broadband to subscribing households using the latest in fibre technology direct to individual homes.

Unlike other local providers F4RN brings fibre right to your property, a future-proof feature only enjoyed by about 4% of users in the UK, thus removing all reliance on the old copper wires currently used for your existing telephone line. (More about this later where we can demonstrate financial savings).

Users benefit from the latest technology, and higher speeds than any other provider to our Parish. Progress has been fantastic and well over 40% of village households are now receiving F4RN Hyperfast Broadband.

Costs are kept down by the community providing the labour - but the result is a Broadband network that will deliver for generations, making the rural villages an attractive place to live and work, and helping to maintain the vitality of our community.

FIBRE TO THE HOME (FTTH)

F4RN provides its customers with a fibre-optic connection which runs all the way to the home, (FTTH). This is completely different from legacy providers who use old overhead or underground copper wires from a cabinet somewhere in the locality. This old technology called Fibre to the Cabinet (FTTC), can struggle to provide very good speeds unless you live very close to the green cabinet.

NOT JUST SUPERFAST, NOW HYPERFAST!

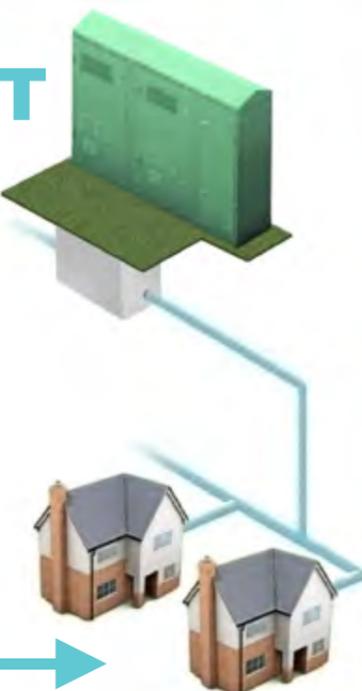
With the F4RN scheme, the Broadband is transmitted using light all the way to the property so there is nothing to affect the quality of the signal and much higher speeds are possible. Everyone on F4RN will receive speeds with a headline speed of "up to" 100 Mbps but usually achieve speeds much higher than this. Our network is designed to run at 1Gbps (1,000

Mbps) and we currently connect to the internet at a hyperfast speed of 500 Mbps. As more customers join F4RN we will be able to increase the speeds you receive. We also provide a symmetrical service, so users will get the same speeds for uploads and downloads. Upload speeds are becoming increasingly important as we become increasingly reliant on "cloud services" and share and store more online. FTTC services from other suppliers are not symmetrical and upload speeds are a fraction of the headline download speeds they offer.

FTTH schemes (such as F4RN) are often referred to as "future-proof ". The fibre optic cables can operate at many tens of gigabits per second (Gbps) so if the demand increases we can continue to increase the capacity of the network by replacing the core equipment - there's no need to install new fibre.

F4RN IS NOT JUST HERE →

IT GOES ALL THE WAY TO YOUR HOME →





COMMUNITY EFFORT

People passing through Fiskerton and Morton during the summer may have seen a lot of community activity such as digging, laying of tarmac and fibre blowing by the active group of volunteers with their yellow jackets and the mandatory shovel, whilst some will be enjoying a mug of tea provided by local residents as they watch their colleagues work - it's a British tradition.



Also, by utilising the F4RN/Vonage service, telephone calls are much cheaper whilst removing all charges for old fashioned landline rentals.

Recent published research indicates that only 4% of the UK Broadband users are connected via fibre to the premises despite the vast investment provided by Central Government and promises made by the old established providers.

WHY NOT BE ONE OF THE 4% IN THE UK?

Those households who cannot be connected straight away to the F4RN fibre network are still provided with a Superfast Broadband service via Wifi until such time as the fibre is dug closer to their property. This high speed wireless connection from F4RN offers a Broadband service of approx 70 Mbps, well above that provided by the traditional network providers.

Many households have decided to subscribe to the F4RN service having been dismayed, quite rightly, by the recent headlines in the national press etc that charges by the old established providers will increase alarmingly over the coming months with no guarantee that these charge increases will result in an improved service.

The monthly cost of the F4RN Broadband service is attractive and there are no plans to increase charges in the foreseeable future, in fact as more subscribers join the service this in turn will ensure that charges continue to remain stable.

WHO NEEDS A LANDLINE WITH F4RN?

When you have a F4RN Broadband connection there is no need to keep your BT phone line. If you still want to use a conventional phone without a BT line then you will need to register with a 'VOIP' phone service which uses your internet to make and receive phone calls.

This is not a complex exercise and our technical team will be happy to offer advice.

Most F4RN users who wish to use a conventional phone without the BT line use a company named Vonage who offer this service for approx £9 per month. They provide a small box which plugs into the F4RN internet router and then you plug your phone into this box. You can keep your existing phone number and calls to non-premium UK landline numbers are free.

International calls are considerably cheaper, for example 2p per minute to U.S.A, most of Europe etc.

VONAGE PROMOTIONAL OFFER

Please note that F4RN is not providing any phone services directly, and we are not affiliated to any VoIP provider. F4RN have negotiated with Vonage for a rebate of £90 to any customer who subscribes to F4RN Broadband and signs up to Vonage.

F4RN will obtain the cash back after you have been with Vonage for 3 months, and pass it on to you.





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HOW RELIABLE IS THE F4RN NETWORK ?

Our users have confirmed that the performance has been extremely good and although we cannot guarantee the service will be 100% available the fact that in nearly two years of operation our customer base has grown is a tribute to its Quality of Service, coupled with the fact that the F4RN network helped with Fiskerton and Morton being voted one of the best places to live in the Sunday Times list 2018.

Everyone involved has a pride in what we are doing and because we are local people we want to ensure that the community has the best service possible. We maintain this high standard of service by monitoring every piece of equipment on the network 24/7. If a problem is detected then an alert is sent to one of our Team within minutes so they are aware of an issue and respond accordingly.

SECURITY IS PARAMOUNT!

Although F4RN is a run by the community we take security very seriously. Our team includes people with experience of building and operating IT networks for large companies and we apply the same standards to the F4RN network. We also take data security very seriously and won't pass on your details to anyone unless there is a legal requirement to do so



SERVICE

If our customers experience a problem we can be contacted via:



Phone: (01636-857287)

- by leaving a message, an email is sent to one of our Team so they can respond and take the appropriate action.



Complete the contact form on our web-site
<http://f4rn.org.uk/contact-details/>



Email: support@f4rn.freshdesk.com

This raises a support ticket which automatically alerts one of the Team.

WHAT ARE WE OFFERING?

Where fibre has been installed, you will receive a 100% fibre-optic connection ("Fibre to the Home" or FTTH) from day one. We now have fibre to most of Morton and to a good proportion of Fiskerton. The remaining properties will be connected to a high performance wireless network first. Upgrades to fibre will be made as the fibre optic network is built out – there will be no charge for the upgrade so there is no need to wait. Everyone will be connected with an initial speed of 100Mbps (symmetrical – so you will get up to 100Mbps download and upload)

WHAT WILL IT COST?

The connection charge is £210.

This covers the installation and all equipment needed to provide your Broadband connection

The monthly subscription is £36.

The first month is payable by cheque which will be cashed once your connection is live. Subsequent payments will be made by Standing Order.

Both prices include VAT.

As this is a Community Benefit Scheme cashflow is important hence everyone pays for the service one month in advance.



MORE THAN 40% OF PROPERTIES IN FISKERTON AND MORTON ARE NOW SIGNED UP TO F4RN Broadband.



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WHAT DO USERS THINK ABOUT F4RN

THE SUNDAY TIMES

"Community spirit is supposed to be its own reward, but a bit of goodwill and a lot of hard work have brought this attractive village (or a pair of villages) some of the fastest internet speeds in the UK. The residents, fed up with poor reception, raised over £100,000 and dug over 12 miles of trenches to launch their own 1,000 mbps broadband service."

A F4RN user's viewpoint

"Like many people I had experienced poor broadband service from BT over a long period of time which had greatly hindered my ability to carry out basic day to day internet activities whilst downloading etc. was almost impossible to perform.

I was connected to the F4RN network via WiFi in late November 2016 and must say I have been very impressed by the method of installation, the attention to detail plus the quality and stability of the broadband service provided by F4RN. The difference between the old and the new broadband service is huge. F4RN offer a great alternative both financially and technically, I feel it is money well spent.

The actual changeover went smoothly with no teething problems. Whilst my broadband service is currently delivered via WiFi I am aware that in due course I will be connected via fibre to my home as the team of dedicated volunteers install the necessary infrastructure. I would highly recommend the F4RN service for the above reasons.

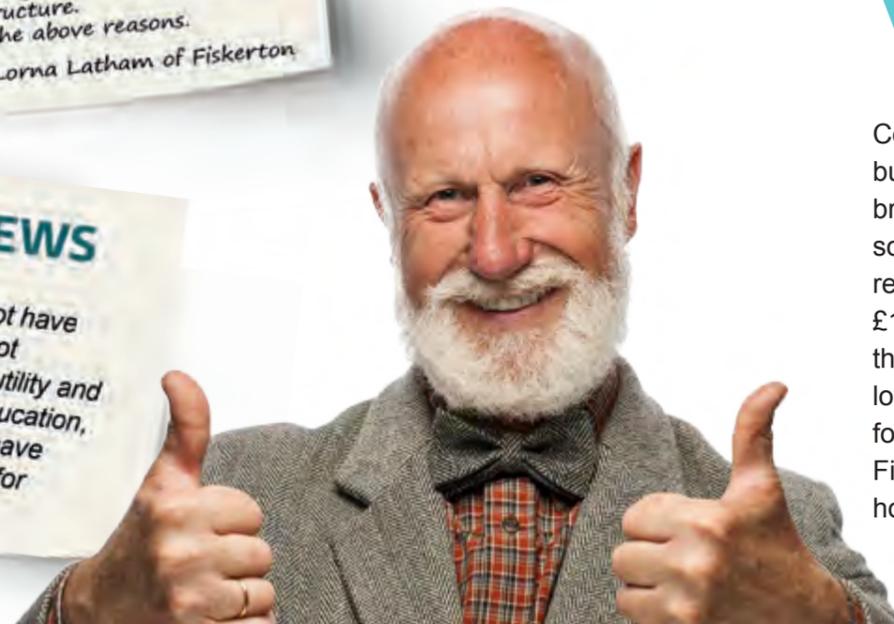
Ms Lorna Latham of Fiskerton

Our MP's Point of View

As seen on



"15% of the local rural community does not have access to Superfast Broadband which is not acceptable. Broadband is not a luxury it a utility and we should see it as that. It is needed for education, business and for our social lives. Here we have people working together to make it happen for themselves"



FISKERTON CUM MORTON

THE BEST CONNECTED VILLAGE

Community spirit is supposed to be its own reward, but a bit of goodwill and a lot of hard work have brought this attractive village (or pair of villages) some of the fastest internet speeds in the UK. The residents, fed up with their poor reception, raised £100,000 and dug 12 miles of trenches to launch their own 1,000Mbps Broadband service. There's a lot more going on, too, making this an appealing spot for enjoying rural life without the buffering. Fiskerton-cum-Morton is home to a sports club, a horticultural club (you can tell by the well-tended

front gardens) and a busy branch of the WI, which celebrates its centenary this year. There's a selection of houses, from Victorian country cottages to spacious 1960's and 1970's detached homes. The village green, added as part of a sympathetic housing development, is a focal point for fairs and festivals. All this takes place in a beautiful setting on the banks of the Trent — ideal for dog walks and mountain-biking (just don't expect any mountains). There are two tempting gastropubs, the Bromley, on the river, and the Full Moon. As well as stamps and papers, the post office sells rare-breed beef and fresh eggs from the owner's farm. The train station has services to Lincoln (40 minutes) and Nottingham (20 minutes), but the nearest big place is Southwell — no slouch itself, with a racecourse, a minster and outstanding secondary and infant schools.



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PING is KING!

Although the speed of your internet connection is important for web browsing and email, online games also need a fast response time – so that anything you do on your computer quickly reaches the central servers. This is where the “latency” (often referred to as the “Ping”) of the connection is critical. 100% fibre connections such as at the F4RN network have much lower Pings than networks that rely on a traditional telephone cable, even if the fibre does come to the local cabinet.



Playing online over F4RN fibre can give you a significant gaming advantage!



*Screen shots above taken from:
League of Legends published by Riot Games
Fortnite Battle Royale published by Epic Games
Tom Clancy's Rainbow Six published by Ubisoft

HOW DO I APPLY?

Please download the contract from the F4RN website
www.f4rn.org.uk



Alternatively call 01636 857287
and you will be contacted by one of our Team

ANY QUESTIONS?

You are invited to visit the F4RN website www.f4rn.org.uk where you will find answers to the questions raised by our customers.

The topics covered include:

- The F4RN service
- WiFi in the home environment
- How service is provided
- Telephone usage using the F4RN network

We want you to feel comfortable in choosing to join the F4RN community so please raise any question you like with any of our existing customers or any member of the F4RN Team.

Alternatively please contact us by email at support@f4rn.freshdesk.com by filling in the form on our contact page or phone **01636 857287**.

Leave a message and one of the team will be in touch to help