

# AIRNEXUS

Superfast Wireless Broadband

Tuesday, 6th May 2014

Dear Resident,

**RE: Welcome to airNexus' Superfast Wireless Broadband Network**

I am delighted to inform you that we are now accepting orders to receive a superfast wireless broadband service from airNexus (order form attached).

We have been working hard over the past few months from planning our network to its implementation and there are still a few more things to do before we go live, hopefully by July. Endurance testing of our network is still ongoing and the results are excellent. Soon we will be arranging for our fibre backhaul connection to be installed at Consett and this will complete the core build.

I am very grateful for the kind words of support we have received and the interest you have expressed in our service. Whilst it is my aim to get as many people in the Parish connected as possible, I anticipate that the demand for bandwidth will be high and so I kindly ask that you complete and return your order form at the earliest opportunity in order to avoid disappointment. We intend to prioritise your requests for service in the following manner:

1. 'Pro' service options first.
2. Ease of connectivity.
3. Date we received your order form.

Once our broadband service is fully operational, we will begin the implementation of our Voice over IP (VoIP) telephony service. This will allow you to transfer your existing telephone number across to our network, keep your existing handset and cancel your line rental expense, should you choose to. A separate order form will be made available closer to the time. It must be stressed that in the event of a power outage or network failure, it may not be possible to place 999 emergency calls over this service. The same consideration applies to those already using cordless telephones that do not take an independent power supply from the landline. A backup method of making emergency calls should be considered (such as a mobile phone, for example).

In the meantime, I hope you will consider joining our new network and I will be happy to answer any questions that you may have. For business users or those with bespoke requirements, please do not hesitate to contact us as we may be able to create a service plan to accommodate your exact needs.

I look forward to welcoming you to our superfast network soon.

Yours Faithfully,

Paul R. Smith  
Managing Director  
Data Network Consultants Limited