



Access to Broadband in Glen Urquhart and Strathglass

This document has been compiled to inform you of the options available to you if your home or business has not benefitted from the recent rollout of superfast broadband.

If your area is not in the current programme of roll out, it will most likely be part of the Reaching 100% (R100) programme.

The R100 programme contract was awarded to BT plc but as the north lot was challenged the contract has been suspended until legal proceedings are concluded. Broadband delivery will continue on the ground through the first part of 2020, through both our DSSB programme and commercial build. The Scottish Government web page provides the latest details: <https://www.gov.scot/publications/reaching-100-superfast-broadband-march-2020-update/>

You can check what broadband services are already available to you by using the [Ofcom checker](#) or [broadband checker from BT](#)

Should private funding be available, then communities can look at installing fibre based broadband (including fibre to the premises) through Openreach's 'Community Fibre Partnership' scheme. Details can be found at <https://communityfibre.openreach.co.uk/>.

The Digital Scotland website has further links and information: <https://www.scotlandsuperfast.com/how-can-i-get-it/alternative-solutions/>

If you can't currently get fixed line services, there might be other alternative options including:

Fixed Wireless Broadband

Fixed Wireless Broadband delivers a broadband signal to your home via radio waves from a nearby mast. This signal is picked up by a small dish attached to your house using line of sight to the mast. The main issues are that you need line of sight from a nearby mast to you BUT the small dish does not need to be attached to your house, it can be placed in the garden. A cable then runs from the dish, into your house and to the router to carry the broadband signal. This also provides power to the dish. There is usually a fee for installation and the cost of the equipment. Download speeds and monthly costs vary from provider to provider (see comparison of local wireless broadband providers table).

The Gigabit Broadband Voucher Scheme (GBVS) is a UK-wide subsidy scheme aimed at groups of individuals or businesses based in rural areas. The scheme offers funding towards the cost of installing gigabit capable broadband to residential and business premises which currently have broadband speeds less than 100Mbps. In some cases, addresses may be eligible for an additional contribution through the GBVS. If this is the case, your chosen supplier will take this into account automatically and manage this on your behalf. There is no requirement for you to do anything. To find out more about this scheme and whether you are eligible have a look at: <https://gigabitvoucher.culture.gov.uk/>

Satellite Broadband

Rather than use using copper/fibre, satellite broadband operates by sending and receiving your broadband signal to a satellite about 22,000 miles in space. Even isolated properties or properties on “Exchange Only” lines should be able to access a Satellite Broadband service. What's more, satellite broadband in the UK is now much cheaper and faster than it used to be and doesn't require a huge outlay for a satellite dish and installation.

4G

4G is the fourth generation of mobile phone technology and follows on from 2G and 3G. 4G services make it much quicker to surf the web on your mobile, tablets and laptops. Connection is dependent on having a decent 4G signal but can be a quick and easy way to improve your connectivity. Because of this, 4G is ideally suited for services which demand more capacity like video streaming, mapping and social networking sites. It can be a more expensive way of accessing the internet though some providers offer good deals. You can check what 4G coverage is like for different networks in your area at this webpage: <https://www.ofcom.org.uk/phones-telecoms-and-internet/coverage>

Universal Service Obligation

A Universal Service Obligation (USO) for broadband was launched in 2020. Regulated by Ofcom, everyone in the UK has a legal right to request a broadband connection of at least 10Mbps. More information can be found <https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/broadband-uso-need-to-know>

BT is the Universal Service Provider for Scotland – further information applying for a connection is available <https://www.bt.com/broadband/USO>

You may be eligible for a voucher to help get you connected through the Scottish Broadband Voucher Scheme (SBVS). The SBVS will ensure that every address in Scotland has the ability to access a superfast broadband connection by the end of 2021, regardless of whether or not it will ultimately receive a superfast connection through the other two strands of activity. Find out more about the [scheme here](#)

If you need support to access any of these links please get in touch by contacting Carol Masheter mobile: 0751 445 2783 or email: carolmasheter@soirbheas.org

Additional Information

The latest news and updates on progress are available here: <https://www.hie.co.uk/our-region/regional-projects/betterconnected-broadband-fibre-digital/>

Some good FAQs are at the link below which go into more detail about how the fibre broadband rollout works currently

<https://www.hie.co.uk/our-region/regional-projects/betterconnected-broadband-fibre-digital/broadband-and-you-faqs/>

Local Wireless Broadband Providers

	Beauly Firth Broadband	Cromarty Firth Wireless Networks	Broadway Broadband
Background	Monsternet Highland was born as even with the advent of BT Fibre services many rural homes and businesses have been left with very poor broadband speeds. Partnered with Scotnet.	CFWN was born out a desire for high speed broadband in the rural Highlands. As word spread and demand was evident, what started off as a hobby, was turned into a business.	Broadway believes that a dramatic improvement in the speed and quality of broadband services could be delivered to the various communities bordering Loch Ness using fixed wireless technology, both economically and quickly.
Areas covered	Coverage area includes Evanton, Dingwall, Strathpeffer, Beauly, Muir of Ord, Aigas to Kilcoy & Charleston. Map - http://www.beaulyfirthbroadband.com/coverage/	Coverage area includes Invergordon, Beauly, Muir of Ord, Aigas and areas of the south side of Loch Ness & parts of the Black Isle. Expansion to other areas coming soon. Map - http://www.cfwon.co.uk/map	Loch End, Abriachan, Balchraggen, Dores, Achmony, Milton, Drumnadrochit, Kilmore, Strone, Bunloit, Inverfarigaig and Foyers. With plans to extend coverage further down the Loch. Map of current areas of provision - https://www.broadwaybroadband.co.uk/service/broadway-loch-ness/
Equipment Technology being used	Fixed radio wireless technology, based on line-of-sight delivery.	Wireless point to point technology to deliver superfast broadband.	By using both 5GHz radio and TV WhiteSpace radio they aim to get the best of both worlds – at a cost that’s still affordable.
Installation	The service is installed by BFB’s own installation contractors. They aim to install clients within 3 weeks, dependant on weather	If you can see one of their existing base stations from your property, then they install a dish anywhere on your property to connect you up. They then run a cable from the dish to router. Depending on your requirements, more complex WiFi setups can be installed	The installation of a radio solution only requires the mounting of a low-profile antenna/receiver on each connected house – typically 20-30cm in diameter, depending on which type of radio. Any equipment that needed to be employed would likely be of modest height with low visual impact.

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Installation Costs	<p>Standard installation charge of £349</p> <p>If you qualify for a voucher under the Government scheme, they should be able to install your service free of charge.</p>	<p>Standard installation charge of £299 excluding VAT</p> <p>Some grants / discounts available in some locations.</p> <p>If installation cost is a barrier there is an option of £0 install price and a monthly charge of £44.75 inc VAT. This is for unlimited data but a maximum of 15Mb/s.</p> <p>A higher spec router is available for an additional £40.</p>	<p>Standard Installation fee - £240 A survey will be carried prior to installation and if a property requires further hardware or labour for connection then an additional fee for installation may be required.</p> <p>Free standard installation if eligible for government subsidy</p>
Monthly Costs	<p>Home 30 - £34.99 per month</p> <p>Business 40 - £45.99 per month</p>	£32.40 per month	Standard 50 Mb/s £29.99 per month
Speeds	<p>Home 30</p> <p>Upload 10Mb/s</p> <p>Download speed - 30 Mb/s</p> <p>Data limit – unlimited</p> <p>Business 40</p> <p>Upload & Download speed - 40 Mb/s</p> <p>Data limit - unlimited</p>	<p>Around 50 Mb/s download speed</p> <p>Unlimited downloads</p>	Up to 50Mbps/ down and up to 5Mb/s upload and unlimited data allowance over an 18-month contract
Website	https://www.beaullyfirthbroadband.com/	http://www.cfwn.co.uk/	https://www.broadwaybroadband.co.uk/service/broadway-loch-ness/
Contact details	<p>Email: sales@beaullyfirthbroadband.com</p> <p>Tel: 0333 370 4444</p> <p>Beaully Firth Broadband, c/o Scotnet, Scotnet Operations Bunker, Mackintosh Road, Inverness, IV2 3TX</p>	<p>Email: enquiries@cfwn.co.uk</p> <p>Tel: 01349 805040</p> <p>CFWN, Meikle Brae, Agneshill North, Balblair, Dingwall, IV7 8LE</p>	<p>Email: info@broadwaybroadband.co.uk</p> <p>Tel: 0141 465 8500</p> <p>Broadway Broadband, Tempest Building, Tithebarn Street, Liverpool, L2 2DT</p>

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