



Bush Broadband Limited

Community Development Procedure

Bush Broadband Limited has a team of designers and engineers to work with the community to bring faster broadband to remote communities and isolated properties. We have been described as the “trail blazers” or “sappers” of the internet world; working in remote, sometimes hostile environments, setting up modern communication systems to bring fast broadband and telephone services to those who have been told that it might never be possible. We are an enthusiastic team with a “can do” attitude and a willingness to help.

Progress Chart – two month target from point 10

- 1. Community approach made to Bush Broadband Limited
- 2. Desktop survey and draft plan produced
- 3. Infrastructure hosts identified and approached (if required)
- 4. Community members register interest & mark properties on map
- 5. Community Facilitator identified
- 6. Detailed survey and possible drone survey conducted
- 7. Broadband proposal and budget put to the community for approval
- 8. Contract awarded to Bush Broadband Limited
- 9. Community Broadband Forum created (if required)
- 10. Community Deposit agreed and paid
- 11. Backhaul links tested to confirm solution (if required)
- 12. Backhaul Radios installed and tested
- 13. Individual property radios installed and tested
- 14. Community members connected sequentially and tested
- 15. System tested and closely monitored
- 16. Backhaul connected (there is sometimes a delay with Open Reach here)
- 17. Community members set up accounts for monthly payments
- 18. Broadband grants claimed from grant bodies where available
- 19. Community Deposit repaid (if grants available)

The Team

- Cheslyn - Systems Designer
- Stefan - Programming Manager/Engineer
- Zius – Engineer
- James – Engineer
- Andy – Engineer
- Phillip – Engineer
- Robert - Production Manager
- John – External Works Manager
- Naomi - Distribution Manager/Technical Support
- Jessica – Marketing Manager/Technical Support
- Fiona – Accounts Manager
- Tom – Community Liaison Officer

What you should expect from us

- to be courteous and professional in all areas of our work
- to take your request seriously even though others may have told you it is not possible
- to bring fresh ideas to help solve your problem

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Linnacombe Farm, Sourton Cross, Okehampton, Devon EX20 4HX

www.bushbroadband.com

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Local Volunteer acting as Community Facilitator

We develop community broadband projects by finding an active member of a local community who works closely with us to facilitate the project. A character who can liaise with their neighbours and contact landowners to enquire about radio relay sites or access points. This character is invaluable to the development of the project, a pair of eyes and ears in the community and a sounding board for Bush Broadband who do not know the key people and decision makers in the area.

What we expect from a Community Facilitator

- to understand that we are doing a job that other communication companies have found impossible or economically unviable
- to understand that we are only human and while we understand that your need for faster broadband is urgent, that infrastructure projects require extreme patience and are sometimes beyond our abilities and/or your budget
- to help our team – to share our successes and our failures and to treat each with equal measures of good humour and understanding
- we trust that you will communicate effectively on our behalf with your community and will keep them informed of both our progress and set-backs and to manage their expectations of your project

Community Members £200 Refundable Deposit

Once we have submitted an appropriate plan and budget for your community, we will ask the members of the community to commit to the project and ask each to make a financial deposit to part fund the set-up costs of your community solution. If your community members are in receipt of broadband grants these deposits will be refunded in full as long as the budget for the solution is less than the value of the grants. This deposit will be something like £200 per household – which will be refunded if grants are in place once the solution is installed and working.

The Reality

Because of the nature of working with computers, radio waves, rural locations, trees and other countryside elements we anticipate that a number of unforeseen obstacles will be encountered and we hope that you will treat each with understanding and an open mind and will help us find solutions or alternatives for these scenarios. We expect you to be patient as these projects are exciting but they take time:

Community Broadband Forum

Where appropriate we encourage communities to form a non-profit Community Broadband Forum. This is an informal body with a legal basis that can take leases on radio relay sites. Under English Law, because this Forum is non-profit making, it does not need to report to any government or regulatory body. It is self-governed by a simple committee who meet when necessary to manage or develop the infrastructure of the communications systems we install. We can supply draft articles of association for your community to amend or adopt.

Community approach vs. Communications Company approach

In our experience an approach to a potential radio relay site is much better received from the local community than from a Communications Company (Bush Broadband Limited). We find that site rents are significantly lower and relations much more cordial if the local community approaches the potential radio relay site owners rather than us. We will design a potential system, survey it as much as possible and then advise the community who they should approach to host the various parts of the network. Where possible we try to secure site rents in the form of discounted broadband services rather than cash to reduce the maintenance costs for the community of broadband users.

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