

Questions & Answers

Q. Will the Public WiFi be free?

A. Information relating to public wifi access will be released at the end of March

Q. What type of business broadband products will be available?

A. A range of broadband business services delivered by local and regional broadband services companies where possible for example: Internet Service Providers, digital media services providers, internet services for portable devices, etc

Q. Why Norwich?

A. Babcock undertook due diligence on a number of opportunities before identifying and confirming Norwich. Why Norwich 1. Awareness of wireless technology because of Norfolk Link 2. Presence of a growing digital and knowledge based business sector 3. Support and active interest of business towards delivering improved broadband for business 4. Positive response from both the public, private and voluntary sectors

Q. Do you think BT has neglected Norwich and Norfolk?

A. We are not here to comment upon BT for we want this to be a positive statement for Norwich and in the first instance the business community. As an open access network we want to engage with national and hopefully local ISP's by providing a digital platform to deliver services and applications.

Q. What do you mean by innovative applications?

A. further details will be available at the Business Exhibition at the end of March

Q. What about Rural Norfolk?

A. in order to address rural broadband we need to create a sustainable hub in Norwich from which we can then consider extending the network out to rural areas. Without this main hub the option of rural broadband would be more difficult to justify

Q. Will home users benefit from the network?

A. The network is primarily focused at the business community

Q. Who will be able to use the network?

A. Any business or organisation within the range of the network

Q. What does open access mean ?

A. Network is neutral and therefore is open for any digital service providers to provide business services over the network.

Q What will be the coverage area of the network?

A. The first phase will be Norwich city; later phases could include expansion into rural areas where the business case is justified

Q What will be the speed and bandwidth of the network?

A. Services will be provided through 3rd party digital services companies over the Babcock network from 1 megabit per second to 30 megabits per second subject to the particular services required and location of the business customer

Q What about the health & safety risks of radio masts?

A. Risks are very minimal. There are no radio masts. These are small antennas on rooftops and high up on walls. Technical information can be provided about the particular equipment through Babcock.

Q. When will the network be ready?

A. The network is planned to be ready in the early summer of 2010

Q How will the network benefit the people of Norwich and Norfolk?

A. The network will provide improved broadband connectivity to the business community helping Norfolk and Norwich companies do their business

Q. Will the network cover all of Norwich?

A. Most of Norwich can be reached, but the network coverage is in zones where there is recognised business demand. It is not blanket coverage. More zones will be expanded into as demand requires.

Q How will people be able to buy services on the network?

A. On the press statement contact details will be given. Any business should approach Babcock through these contact details. Babcock will then follow up that business's enquiry. The connectivity will be provided over the Babcock network. The internet business services will be provided by 3rd party digital services providers working in conjunction with Babcock