



## Issue 2

Firstly, thank you to all Village Champions for your time and commitment so far. We've now surveyed over 60% of shortlisted communities and begun technical designs for more than half of these. We're making our way to Scottish communities over the next few months, so if you are based there, please expect a phone call from our technical team soon.

In this issue we're focussing on a number of your frequently asked questions. I hope this info provides answers to some of the questions that may be in your mind at this stage of the programme.

### Your questions, answered

#### What's the average power consumption for the Open Sure Signal equipment?

##### Standard cable:

Approximately 307KW/h. A typical example would be: at 10 pence per unit = £30.70 a year, or £0.59 a week.

##### Fibre cable:

Approximately 350KW/h. So, at 10 pence per unit = £35.00 a year, or £0.67 a week.

Power consumption using fibre cables is slightly higher as the broadband speed is faster – which means the unit will be able to support more calls.

#### Will Vodafone meet the cost of any damage caused during installation?

In the unlikely event that your building is damaged during installation of Open Sure Signal, we'll take responsibility for any repairs.

#### What happens if there's a power cut?

The Open Sure Signal unit should restart automatically. If not, we can remotely reset the device for you. We'll also give you contact information so you can let us know if there's a problem.

#### What happens if the unit stops working due to a fault?

In most cases we can quickly resolve the fault remotely. We can either cycle the power to reset the device (which usually resolves most issues), or we'll remotely access the router to find any faults.

In the unlikely event that the unit needs physical maintenance, we'll get in touch with site hosts to arrange a date which works for you to come and fix the fault. We'll never request access at a date or time which doesn't suit you.

#### Does Vodafone carry insurance to compensate for injury, loss or damage caused by the unit should it become detached?

Yes, to an extent. Full details of indemnity will be detailed in your agreement.

#### Is Vodafone liable for accidental damage caused to the external antenna or router unit?

In the unlikely event that the unit is accidentally damaged we will either replace or fully remove the unit.

#### Is the antenna unit more prone to lightning strike?

Many buildings have metallic structures, such as TV aerials, placed on their rooftops. As with all metallic structures there is a small risk of lightning strike, but is no greater than any other metallic structure. The antenna unit is earthed and fully insulated with plastic covers.

#### What happens if I were to sell my property?

The new owner is not obliged to sign a new agreement, as long as 24 months has passed. If it's within that period, it would be up to you and the buyer to agree terms (through your lawyers) but we'd be happy to help give a buyer the comfort they might need on the unit.

#### What equipment will you install?

We'll install two pieces of kit, per site. These are an internal router with a protective housing, and an external antenna unit (dimensions can be found on page 2).

The antenna unit is connected by an Ethernet cable to the internal router unit. The router is plugged into a power source and is connected to a dedicated broadband line, which we'll also install. Please see image below for internal router equipment.

#### Can I have a copy of Vodafone's Public Liability Insurance policy? Yes, we'll provide this along with your agreement.

#### Who should I contact?

All troubleshooting and contact information will be provided once we've installed ROSS in your community.

## What's the equipment look like?

**Internal router unit** (46cm wide, 38 cm tall, 13cm deep)



**External antenna unit** (27cm wide, 74cm tall, 7.5cm deep)



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## Share your ROSS journey

Find out the latest ROSS news and share your experience with other community Village Champions in our dedicated **ROSS eForum** at [www.vdfn.co/ross](http://www.vdfn.co/ross)

## Got a question?

We're happy to help, just get in touch:

- By email at [sophie.ree@vodafone.com](mailto:sophie.ree@vodafone.com)
- Or give us a call on **07795 288550**

## Find out more about ROSS

[www.vodafone.co.uk/rural](http://www.vodafone.co.uk/rural)

## Had your survey and design visit? What's next?

- Our site acquisition team, Sitec, will be in touch and provide you with a copy of the survey report and design drawings.
- They'll also send agreements out to individual site owners where we wish to progress. Landlords/owners will need to sign and return these to Sitec.
- Once all agreements have been signed, we'll begin to order new lines from BT.
- BT will then come out to your community to install the lines. Site owners will need to be available to let BT engineers into properties – we'll be in touch to arrange suitable times with you.
- Once this is complete we can begin to install the Open Sure Signal technology.

## Where is ROSS now?

