



Wish you had better broadband?

Join our Pilot Team,
go beyond broadband
and wish no more.

[swish.com/marlow](https://www.swish.com/marlow)



100% full-fat fibre with lightning fast speed, directly to your home.

Thank you for your interest in participating in Swish Full Fibre broadband trials.

We are busy installing the network under the streets of Marlow and the next step is to test the service in people's homes. If you choose to participate you will be one of the first to take up this new technology in Marlow and benefit from internet access with speeds up to 900Mbps.

There is no charge until December 31st 2020 with no obligation to buy at the end. All we ask of you is to allow our engineers to install the necessary equipment in your home, and use the service instead of your normal broadband connection (but please don't disconnect your existing service until you are ready to fully switch to Swish).



Be one of the first to experience the UK's fastest Gigabit-speed broadband in Marlow.

We may ask you for feedback and may swap out some equipment whilst we test the service. This document contains further useful information about the trial.

Once you have decided to participate we will send you an application form and detailed terms.

Nick Bratt
Business Development Manager

1 What will happen when I sign up?

We will ask you for some dates when you will be available for our engineer to visit. You will need to be available for approximately half a day for the appointment to allow our engineer to connect the fibre into your property. We will provide more details nearer the time.

Our engineer will survey your property and discuss with you where the fibre will be attached and where the equipment will be installed inside. The equipment we install will be an ONT (optical network terminal, equivalent to a telephone master socket) and a residential gateway, more commonly known as a wireless router. Both these need power supply.

2 Am I committed to buying the service?

You have the option to leave the trial at any time and there is no obligation to take up the service at the end of the trial. There will be no charge for any equipment or installation and the service will remain free until the end of this year.

3 What about my existing telephone and broadband line?

You need to maintain your existing telephone and broadband service during the trial. At the end of the trial you will have the option to take up a telephone service with us and disconnect your existing service.

4 What if I rent my property?

If you are a tenant, you need to gain consent from the landlord or agent managing the property and any relevant authority. We may require you (or your landlord or managing agent) to enter into an agreement with us to provide us with the necessary permissions and access rights to your property to provide the services. This is called a Wayleave Agreement.

5 What happens on the day of the installation?

Our engineer will run fibre from the nearest distribution point to your property. In most cases this will be run alongside your existing copper either underground or over the existing telegraph pole. The fibre will then be terminated on the outside wall. The fibre will then be run through your wall and our engineer will install an Optical Network Terminal (ONT) in your house. The ONT is similar size to a standard router and will attach to the wall. The ONT will then be connected with a cable to our wireless router. In the future services like voice calls may be delivered using the ONT so our engineer will discuss with you where it is best to locate it.

6 Will the service be on all the time?

The service should be on all the time, but we may carry out changes and tests that mean the service may fluctuate. We should stress that this is a trial and we cannot guarantee the service to be fault free. As it is free to you, you should keep your existing service running to fall back to if necessary.

7 What happens during the trial?

For the trial we will supply you with a wireless router and may swap this out with another during the trial. There are no limitations on usage and we ask that you use the service as you would normally and not use your existing broadband (but don't cancel it) and we will be contacting you for feedback. We also ask that you cooperate with us in arranging any additional engineer visits.

8 What happens at the end of the trial?

At the end of the Summer we will release our pricing and so once you reach the end of your trial in December you will have the option to buy. We will send you full details nearer the time. There is no obligation and if you choose not to continue and return to your existing service, we will send you a return bag or arrange an appointment to recover any equipment we provided excluding the ONT. The ONT will remain in your property (without power) and will mean you, or any future residents in the property, can decide to sign up to the service later.



**Join our pilot
and help make
broadband better
for Marlow**

Helping people work, surf and play
beyond the limitations of today's
broadband network.



Swish fibre[™]
swish.com/marlow