

# FAQ's

## 1. Who are Grayshott Gigabit?

a. Grayshott Gigabit is an Internet Service Provider (ISP) based in Grayshott, aimed to deliver Gigabit Full Fibre To The Premise (FTTP) in East Hampshire and Waverley.

## 2. What are aims for Grayshott Gigabit?

We aim to build full gigabit (1,000Mbps) networks to all villages and towns in our phased areas.

## 3. What is a Gigabit Network?

The Government published their Broadband Plan to connect 85% of the country with Gigabit network. Currently the UK has 19.8% gigabit fibre capability, and urban areas are being prioritised by existing larger providers. To fulfil the aims in East Hampshire and Waverley, Grayshott Gigabit is building the network to roll out Fibre To the Premise (FTTP), and offer up to 1Gbps (1,000 Mbps) to each household and business.

## 4. What are advantages versus what is available now?

Up to now, ISP's on the Openreach Superfast network have limits in speed to 80Mbps, as Openreach is built with copper pairs, from the cabinet to your premises. Copper signals degrade with distance, so some subscribers will get less than 20Mbps, and some less than 10Mbps, as their premise is far from the cabinet. Fibre optic can transmit broadband at much faster rates without degrading, reaching terabit levels (1 Million Megabits), and is expected to last at least the next 50 years.

## 5. How do I know what speed I am getting on my current package?

Please use the Grayshott Gigabit Speed Test from our website; [www.grayshottgigabit.com/speedtest](http://www.grayshottgigabit.com/speedtest) to check your current speeds of your existing broadband service.

## 6. Is there any obligation now?

There is no obligation at this time, other to register on [grayshottgigabit.com](http://grayshottgigabit.com). By registering, it allows our team to start planning to your premise. The planning phase will determine priority areas within Grayshott and surrounding villages based upon the amount of registrants by the cut-off date.

## 7. When will I get a connection?

Our aim is to start connections to premises from July 2021, in Phase 1.

Phase 2 planning is underway, and we hope to build starting end Dec 2021.

## 8. What do I have to do to sign up?

Registration at [www.GrayshottGigabit.com](http://www.GrayshottGigabit.com), or email: [info@grayshottgigabit.com](mailto:info@grayshottgigabit.com)

## 9. What are the commercial terms?

We will be offering three packages for residential; 100Mbps, 300Mbps and 1Gbps. For Businesses we will offer up to 1Gbps symmetric services, and SLA based services.

**Please visit [GrayshottGigabit.com](http://GrayshottGigabit.com)  
for any further information**

 [www.grayshottgigabit.com](http://www.grayshottgigabit.com)

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