Vodafone Community Indoor Sure Signal programme
Application form

Before completing this questionnaire, please make sure you've read all of the information included with this pack.

Your community hub address and broadband line	Your details
Address: Landline number:	Name: Contact number: Email address:

What's the estimated population of your community?	☐ <250 people ☐ 251 – 500 people ☐ 501-1000 people ☐ >1000 people
What's the approx. number of visitors to this community hub each year?	
Tell us about the building structure of this community hub. i.e. are the walls made of stone / brick, are there many rooms / is it open plan?	
Do you get signal with any mobile operator? If yes, on average, how many bars of signal (found at the top of your phone's display)?	☐ Yes ☐ No If yes, bars of signal: Vodafone ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 indoor/outdoor/both O2 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 indoor/outdoor/both EE ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 indoor/outdoor/both Three ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 indoor/outdoor/both
Does tourism impact the population?	☐ Yes ☐ No
If yes, roughly in what numbers, where, and at what time of year?	No. of tourists: Season/ months: Locations:
Are you the broadband bill payer?	☐ Yes ☐ No
Where is your broadband router located? (upstairs/communal/public areas)	

Who is your broadband service provider? **Please tell us your broadband speed (Check your broadband speed at speedtest.net)**	ISP: Broadband speed (Mbps) Up: Ping: Down: **Is your broadband package unlimited?** ☐ Yes ☐

Name of your local MP, AM or MSP and constituency	
Where did you hear about the Community Indoor Sure Signal programme? (Tick all that apply)	☐ Media ☐ Local MP ☐ Parish Council ☐ Vodafone directly ☐ Local rural group ☐ vodafone.co.uk ☐ Social media ☐ Other, please state:
If your application is successful, Vodafone may want to highlight your community hub with the media when Community Indoor Sure Signal is launched. Would your community be happy to take part?	☐ Yes ☐ No, we're not happy for Vodafone to promote our community's use of Community Indoor Sure Signal
Is the broadband bill payer happy to cover the cost of powering the unit? (Approx. £30pa, per unit, see our FAQs for more detail.)	☐ Yes ☐ No

Declaration

I confirm that all information in this application is accurate to the best of my knowledge, and I have read and accept the terms and conditions.

Signed:

Print name:

Date:

Send your application to:

Community Indoor Sure Signal programme, Media Relations, Vodafone House, The Connection, Newbury, Berkshire, RG14 2FN.
Or scan and email to: networkcommunications@vodafone.com

What's next?

We'll assess your application for Open Sure Signal, and will be in touch if your application meets our criteria.

Thank you for taking the time to complete this questionnaire.

Kind regards,

Jorge Fernandes, CTO, Vodafone UK

Vodafone Community Indoor Signal programme – application FAQs

General FAQs

Why have you launched the Community Indoor Sure Signal programme?
Mobile coverage is becoming both a social and business necessity. There are still some rural and remote locations across the UK which suffer from poor coverage, mostly due to geographical challenges. For example, if the area is in a valley, or there are difficulties in siting masts due to being areas of outstanding natural beauty.

With Indoor Sure Signal, we've expanded the idea of our personal Sure Signal product (which creates 3G signal in your home or small office), by creating 3G coverage in rural community hubs, such as village halls, community-owned pubs, local village stores, recreation centres and other community buildings. This programme is about improving indoor coverage in more rural communities across the UK.

We received positive feedback from the 80 communities in our Rural Open Sure Signal trial project. They are now enjoying the great benefits of reliable mobile access for the first time in their community.

What is Open Sure Signal?
It's a low-powered 3G mobile base station, just a bit larger than your home broadband box. It works with a local broadband connection to create a 3G signal.

If you're on our network and have a 3G mobile device, you'll automatically connect to it and enjoy the benefits of 3G straight away. You'll be able to make crystal clear voice calls, send emails, check out Facebook or Twitter, watch videos and much more besides.

The Indoor Sure Signal units are similar to our Sure Signal units, which give you a personal 3G signal in your home or office. You can find out more about Open Sure Signal at vodafone.co.uk/rural.

What does it look like?
Each Indoor Sure Signal unit is 16cm tall, 24.5cm wide and 3.2cm deep. They are installed inside the property in close proximity to your broadband router (but must be at least 1m apart to reduce interference).

What can it do?

- Each Indoor Sure Signal provides up to 50 metres of 3G coverage (however building materials, such as thick walls can impact this).
- If you're on our network you'll be able to use the 3G signal as long as you're in range of a unit.
- Indoor Sure Signal units will offer 3G coverage within your community hub and may also reach outdoors to beer gardens or car parks.

How powerful is it?
Indoor Sure Signal is very low-powered. It uses about the same amount of energy a day as your broadband router.

Will it affect my existing broadband?
Possibly. The Indoor Sure Signal units are installed to your existing broadband router, using an Ethernet connection. The 3G coverage is created from your existing broadband connection. We ask that your broadband package is unlimited to avoid any out-of-bundle charges.

What do I need for Indoor Sure Signal to work?

- A broadband connection of at least 4Mbps download and 2Mbps upload at your community hub
- A power source

- An unlimited broadband package

What frequency does Open Sure Signal use?
2100Mhz – any Vodafone UK customer with a 3G device can use it.

Does it cost anything to use it?
No. Indoor Sure Signal is completely free to connect to. You'll only pay for usage that's not included in your bundle.

How many people can use it?
Anyone can connect to a unit, if they're in range. They'll need to be a Vodafone UK customer and have a 3G device.

How far does the signal from an Open Sure Signal reach?
Our most recent version can cover up to 50 meters.

Who can use Open Sure Signal?
Only Vodafone customers can use the 3G coverage provided by Open Sure Signal.

I have a Sure Signal in my community hub. Will it interfere with the Indoor Sure Signal?
No. You can continue to use your home Sure Signal. However, the Indoor Sure Signal may give you enough coverage, meaning you won't need both.

Will Indoor Sure Signal cure all coverage black spots?
No. Indoor Sure Signal technology is an option only for indoor coverage, so it's ideal for community hubs, such as public meeting places or focal points in your community. For coverage over a large area, a mobile phone mast is still the best option.

Can Open Sure Signal bring 4G to my community?
At present no. However, it is something which could be introduced in the future.

How will the unit be installed in my community hub?
Units will be sent to you after you've signed our license agreement. The box will contain everything to need to set up your unit yourself.

How is Indoor Sure Signal powered and what does it cost?
- Sites will need to have access to a power source for the Indoor Sure Signal unit.
- It costs about £30 a year to power one Sure Signal unit.
- The cost to power them will be the responsibility of the bill payer.

How can I check my community's broadband speed?
Go to speedtest.net and enter your community's address details. You'll get a speed result in download and upload 'Mbps' – please tell us both results when you apply, as well as the 'ping'.

My community doesn't have broadband, can I still apply?
Sorry, no. Indoor Sure Signal needs a broadband connection to create a 3G signal.

Why does it matter how many tourists visit my community hub?
It's important that we know how many people are visiting the premises. If some months are popular with tourists, it'll mean the population density of your community will increase significantly. This tells us there could be a greater need for Indoor Sure Signal at your community hub, and resultantly there will be more devices connecting to the Indoor Sure Signal units at some times of year.

How will you choose the successful applications?
Applications will need to meet our initial criteria, which include:

- Very little or no existing mobile coverage
- A sufficiently fast broadband service to support Indoor Sure Signal
- An unlimited broadband package

When will you start to send out Indoor Sure Signals to community hubs?
If your application is successful, we'll let you know by email. We'll then ask you to sign a license agreement and return this to us within 2 weeks. We will then set up your unit to work with our network and your broadband speeds. We will then send your unit out to you with all the installation instructions.

If successful, how long will my community hub keep Indoor Sure Signal for?
We won't remove the units, so you can keep them for the foreseeable future. The units will remain the property of Vodafone UK.

Community Indoor Sure Signal programme terms and conditions

Please read these terms carefully.

1. APPLICANT: To apply for the Community Indoor Sure Signal programme you must be the Broadband bill payer for the community hub. You will act as the single point of contact for Vodafone during all stages of the project. This includes reporting any faults with the unit after installation. This person should submit the application.

2. The Applicant must be: (a) a UK resident; and (b) 18 years old or over at the time of the application.

3. MINIMUM CRITERIA: Before submitting the application, please ensure that your community hub meets the following minimum criteria:
    a) Unlimited broadband with at least 4Mbps download and 2Mbps upload existing broadband speed at your community hub.
    b) Limited coverage from all network operators in your area
    c) Acceptance that the community hub will be responsible for the electricity cost to run the Open Sure Signal units (this is approximately £30 a year, per unit, at current rates).

4. APPLICATION TERM: The application process will be open from 7 July 2016. Eligible applications will be processed on a first come first served basis.

5. FINAL DECISION: Meeting the minimum criteria above does not automatically mean your community hub will be successful. Vodafone's decision is final on the successful community hubs chosen.

6. FREE APPLICATION: It doesn't cost anything to apply. However successful applications are still liable for broadband or electricity costs.

7. ONE APPLICATION: Only one application per community hub, multiple applications will not be accepted. Multiple community hubs in a single area may be accepted.

8. The applicant must fully complete the questionnaire (available for download from mediacentre.vodafone.co.uk). They must send this to: **Community Indoor Sure Signal, External Communications, Vodafone House, The Connection, Newbury, Berkshire, RG14 2FN.**

9. Incorrectly completed applications or applications which have not been fully completed may be rejected.

10. By submitting the application you warrant that the information submitted is true and Vodafone reserves the right to verify the information and reject the application if any of the information turns out to be incorrect.

11. No responsibility can be accepted for applications that are lost or delayed, or which are not received for any reason.

12. Once Vodafone has selected the successful community hubs, they will be notified in writing. Applications will be judged on eligibility and meeting the minimum criteria.

13. Indoor Sure Signal units will be sent with self-serve installation instructions. Due to certain forms of building materials and broadband speeds, complete coverage of the entire community hub isn't guaranteed.

14. Indoor Sure Signal units will remain property of Vodafone Limited, and we reserve the right to move or remove the unit from the community hub.

15. Only Vodafone UK customers can connect to the Indoor Sure Signal units.

16. In order to use Indoor Sure Signal, you'll need a 3G compatible handset and bundle.

17. By applying, the successful community hubs agree to participate in such promotional activity and material as Vodafone may require. The community agrees to give unconditional, payment-free, permission to use, copy, process, publish, transmit and display details of the application (including photos) in any unpaid publicity or advertising, whether in print, photographic or video format.

18. The successful community hubs will have Vodafone Indoor Sure Signal units installed to provide 3G Vodafone Mobile Network coverage. These units will not be transferable to another site or community.

19. We won't offer the successful community hubs a cash alternative.

20. To find out which community hubs were selected onto the programme please send a SAE by 1 January 2017 to **Rural Open Sure Signal programme, External communications, Vodafone House, The Connection, Newbury, Berkshire, RG14 2FN.**

21. This programme is run by Vodafone Limited, Vodafone House, The Connection, Newbury RG14 2FN.

22. Please read our Privacy Policy http://www.vodafone.co.uk/about-this-site/our-privacy-policy/

23. Applicant will be required to sign an agreement with Vodafone in relation to the Indoor Sure Signal unit installed in their property.

24. By sending your application for the programme you accept these terms. Our decisions are final and we reserve the right not to enter into detailed correspondence with you.