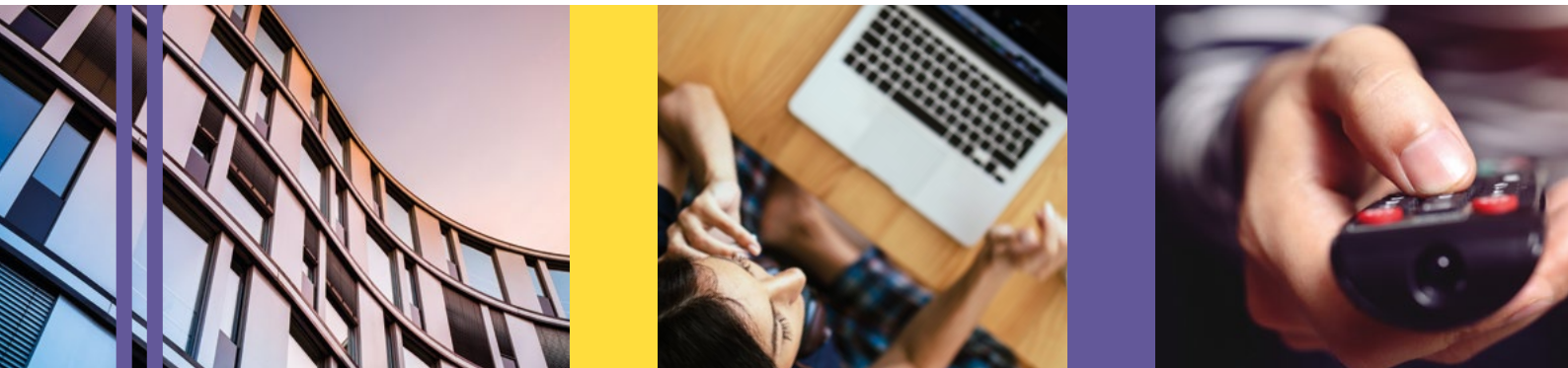




Take the hassle out of broadband

Give your guests the online broadband
experience they expect.



We're Hyperoptic

Our fibre cables run all the way to your property, meaning we can deliver top speeds of 1,000Mbps to all your rooms and apartments.

That's 14 times faster than the national average and some of the fastest speeds available in the UK.

We install our cables in the ground, sharing Openreach's existing duct networks, so your guests get the service they need without additional infrastructure work.



1,000Mb

is so fast, you could download an entire 5GB HD film in **just 40 seconds!**

“

Inclusion of Hyperoptic fibre across all SACO's new build portfolio allows their clients to benefit from symmetrical 1,000Mb fibre broadband – no matter where they are in the country, as soon as they enter the property.

With a variety of guests that include long lease clients, contractors and international students that require a reliable connection, working with a dependable ISP is critical for SACO. That is why Hyperoptic's network backed by 24/7 customer service was chosen.

SACO

”



What's hyperfast and growing all over the UK? We are.

- ✓ Bringing the future to over **43 towns and cities** nationwide
- ✓ Available to more than **400,000 homes and businesses**
- ✓ On target to reach **5 million homes and businesses** by 2024



“

Our portfolio at Simply Winch is constantly growing so it's great to have a reliable internet provider who is flexible with billing allowing us to build on our existing account with terms that suit us.

Andrea, Simply Winch

”

Delivering the best experience

A poor connection can have a massive impact on guest retention. Here are just some of the things we do that will make sure you and your guests get everything you expect and more.



Gold standard all the way

We're rated 'Excellent' on Trustpilot, with literally thousands of 5-star reviews.



Dedicated Account Manager

From the very start, you'll have a single point of contact to guide you through the installation process and beyond.



Futureproof infrastructure

Leaders in future ready broadband technology – our network is already capable of 10Gbps speeds.



Minimal disruption

We'll work closely with you to agree an installation plan that works for you and your guests.



CDM compliant

Our robust CDM Management System provides clear guidance to deliver all CDM Duty holders Roles.



Cost-neutral installation

We issue free materials, pay a rebate per plot – this means installation comes at no cost to you.



33% of leisure travellers say they would not return to a hotel that offered inadequate internet access. This number rises to 67% for business guests.

Netgear, Hospitality WiFi Study



[Source](#)



How the fibre magic happens

We bring our full fibre cables all the way to your property, giving guests the full speed and stability directly from the exchange. And that means broadband speeds up to 14 times faster than the UK average.

Our installation process

1

Site viability and survey

If the site is viable, we'll provide a survey detailing the planned install.

2

Wayleave and Install Agreement

We agree an approach with you and ask you to sign a wayleave and installation agreement.

3

External building connection

We install fibre to the premises using existing duct networks.

4

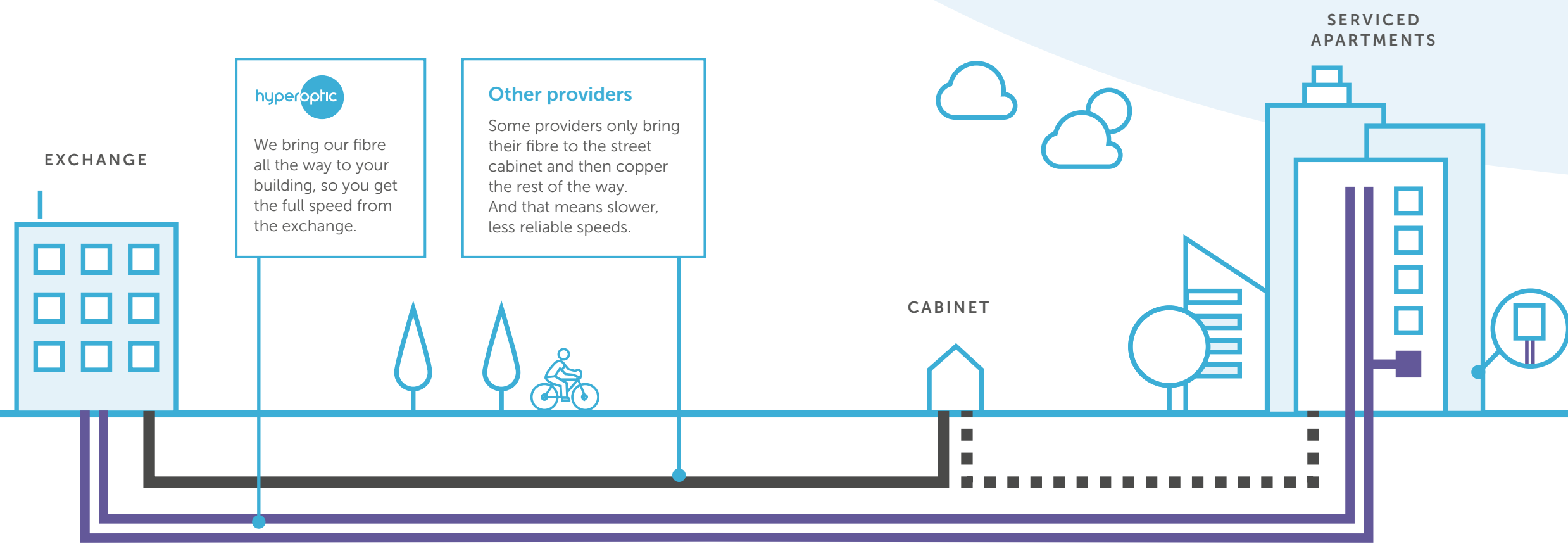
Internal building connection

We install internal cabling and place a cabinet in a discreet location in your building.

5

Guest installation

An engineer will visit and connect each apartment at a convenient time between bookings.



Our broadband packages

We offer a range of packages to suit all guests.
How fast will you go?

 FAST	 SUPERFAST	 ULTRAFAST	 HYPERFAST
50Mbps	150Mbps	500Mbps	1Gbps
Good for streaming and wifi	Great for gaming and downloading on multiple devices	Made for heavy-user households with lots of gadgets	The ultimate experience, whatever you throw at it
			

Average speeds, achievable by 50% of users, are 900Mb on a 1Gb connection, 500Mb on a 500Mb connection, 150Mb on a 150Mb connection and 50Mb on a 50Mb connection. 900Mb speed is not achievable by a single device over wifi, for this speed a wired connection is required.



Gold standard all the way

Our customers are over 3 times more likely to recommend us than the competition (Sky, BT and Virgin*).

Better than Virgin, BT and Sky combined...

hyperoptic	TalkTalk	Sky	Virgin Media (Removed from Trustpilot)	BT (Removed from Trustpilot)
Excellent	Average	Bad	Bad	Bad
★★★★★	★★★★☆	★★☆☆☆	★☆☆☆☆	★☆☆☆☆
4,271 reviews	47,499 reviews	4,827 reviews	8,321 reviews	5,395 reviews

*Source: Ofcom and Hyperoptic's internal recommendation survey, following the same recognised methodology. Trustpilot scores correct as of 16/03/2020 Virgin Media and BT Trustpilot scores correct as of 17/06/19.



“

I didn't need an installation as I live in a new build that already had Hyperoptic routers, it took less than a couple of hours. Since then, speeds have been excellent, and any questions/queries have been dealt with promptly. All that at a very reasonable price.

Thomas, Trustpilot

★★★★★

”

“

Quickest setup ever, mainly due to our new building already having the Hyperoptic infrastructure in place, however the sign up took minutes. No hassle, no hunting around the small print.

Ricci, Trustpilot

★★★★★

”

Ready to speak to our full fibre experts?

Pick up the phone to your dedicated Account Manager
or visit **hyperoptic.com/property**



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