Seamless, site-wide wi-fi

For build-to-rent developments

Hyperfast wi-fi throughout your site, built for home working, community connectivity, gaming, and TV streaming — all at the same time.

hyperoptic

Contents

Broadband connectivity is no longer a luxury, it's a necessity.

The technology is ready, our homes are not.

But, with your help, they will be. We deliver full fibre cabling all the way to your development, bringing the connection needed to function in a smarter, hyper-connected world.

"

When the water went down at a development in Leeds, they didn't get any communication from tenants for six hours. When the internet went down, they had complaints from tenants within two minutes.

**Henry Pethybridge,
Director of WiredScore Home.**

"

We're Hyperoptic

Hyperoptic is the UK's hyperfast broadband supplier, founded in 2011 to shake up the broadband market with our full fibre connection.
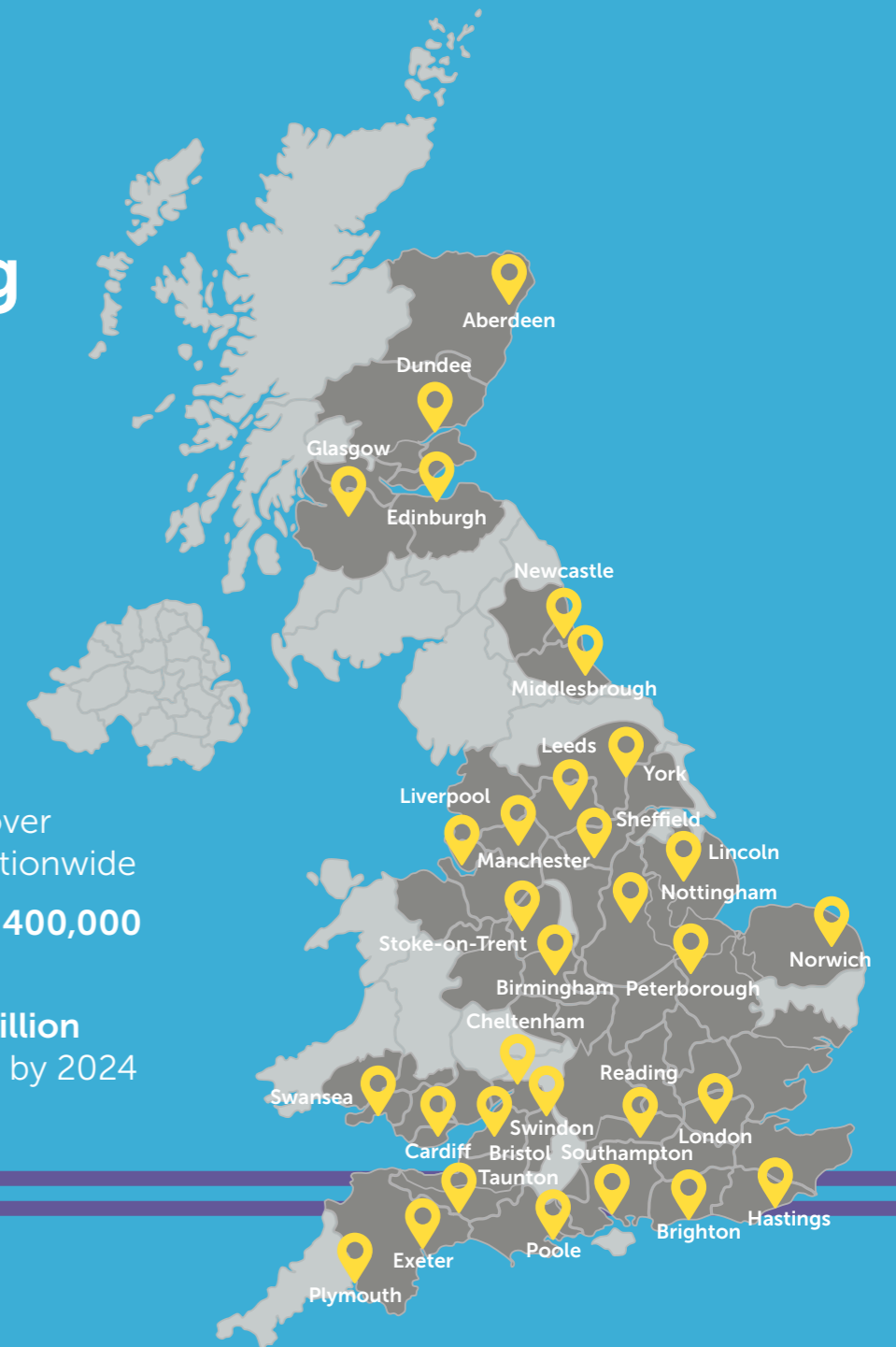
We deliver gigabit-capable broadband with average speeds of up to 900Mbps and have thousands of 5-star customer reviews on Trustpilot.

We work with hundreds of property owners, freeholders and developers, designing and installing dedicated fibre infrastructure to new buildings and existing developments, and providing a market-leading connection that increases the attractiveness of each property.

The UK's first residential gigabit broadband provider

★ Trustpilot
We're rated **Excellent**

smas *
WORKSAFE

SafeContractor
APPROVED

What's hyperfast and growing all over the UK?

We are.

✓ Bringing the future in 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

Aberdeen
Dundee
Glasgow
Edinburgh
Newcastle
Middlesbrough
Leeds
York
Liverpool
Sheffield
Lincoln
Manchester
Nottingham
Stoke-on-Trent
Norwich
Birmingham
Peterborough
Cheltenham
Reading
Swansea
Swindon
London
Cardiff
Bristol
Southampton
Taunton
Brighton
Hastings
Exeter
Poole
Plymouth

Hyperoptic for build-to-rent

We help you deliver a 5-star experience across your development that works for everyone.

Our site-wide wi-fi gives your residents access to hyperfast broadband, wherever they are – from the car park to the roof terrace. A hard-wired connection will also be present in every individual dwelling, for a seamless transition to gigabit-capable broadband speeds at home.

And this is all delivered using their own personal network – so you don't have to worry about security either.

How it works for developers

We already work with over 230 developer partners across the country – so you're in very safe hands.

- Attractive, flexible commercial models, balancing developer, operator and investor needs.

- Same-day connectivity guarantee – backed up by cellular and point-to-point solutions.

- A dedicated deployment manager and account manager to oversee your installation journey.

- Decided BTR isn't right for your development? No problem.

- Free, bespoke conceptual designs, so you'll be kept in the know by our expert fibre and wi-fi design team.

How it works for operators & investors

We deliver an unparalleled resident experience across your development and support you every step of the way.

- Attractive, flexible commercial models, balancing developer, operator and investor needs.

- Empower additional revenue streams through resident upgrades and marketing opportunities.

- Simple and quick resident activation, through your dedicated management portal, available before the resident even moves in.

- A 5-star customer service team, available 24/7 to take the pressure off you.

- GDPR-compliant data and footfall analytics – with regular reporting available.

- Future-proof infrastructure enabling your journey into smart building technology and IoT.

How it works
for residents

Your residents will have a seamless connected experience across your development from a 5-star rated broadband provider.

Seamless, site-wide wi-fi all over the development and any other sites you have.

Access to site-wide wi-fi from the moment they move in.

Dedicated Account Management portal to upgrade, downgrade and manage their connection.

Security by design – including network separation, WPA2 wi-fi encryption and a firewall for every tenant.

The UK's hyperfast broadband – with a top package 12x faster than the national average*.

Depending on your choice of baseline speed, residents can choose to upgrade to a higher speed and pay the difference.

*Broadband speed calculations: The UK's average broadband speeds are 71.8Mbps for downloads and 14.2Mbps for uploads, compared to Hyperoptic's top average speed of 900Mbps which is achieved through a wired connection. Average speeds taken from Ofcom's 'UK Home Broadband Performance' measurement period May 2020.

How the magic happens
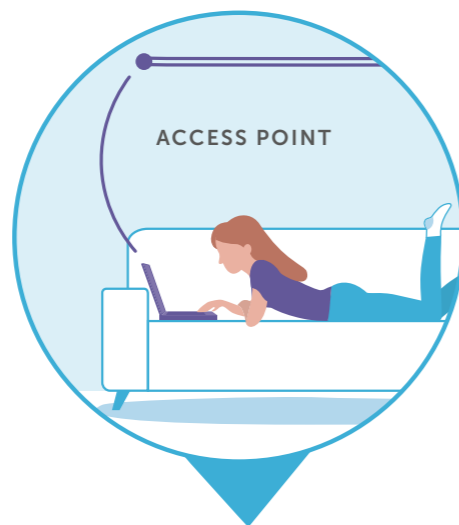
Site-wide wi-fi for build-to-rent explained.

A typical deployment

Our site-wide wi-fi is powered by a series of Access Points, positioned throughout your development. Our experienced design team will work with you throughout the design process to ensure every inch of your site is covered by the network.
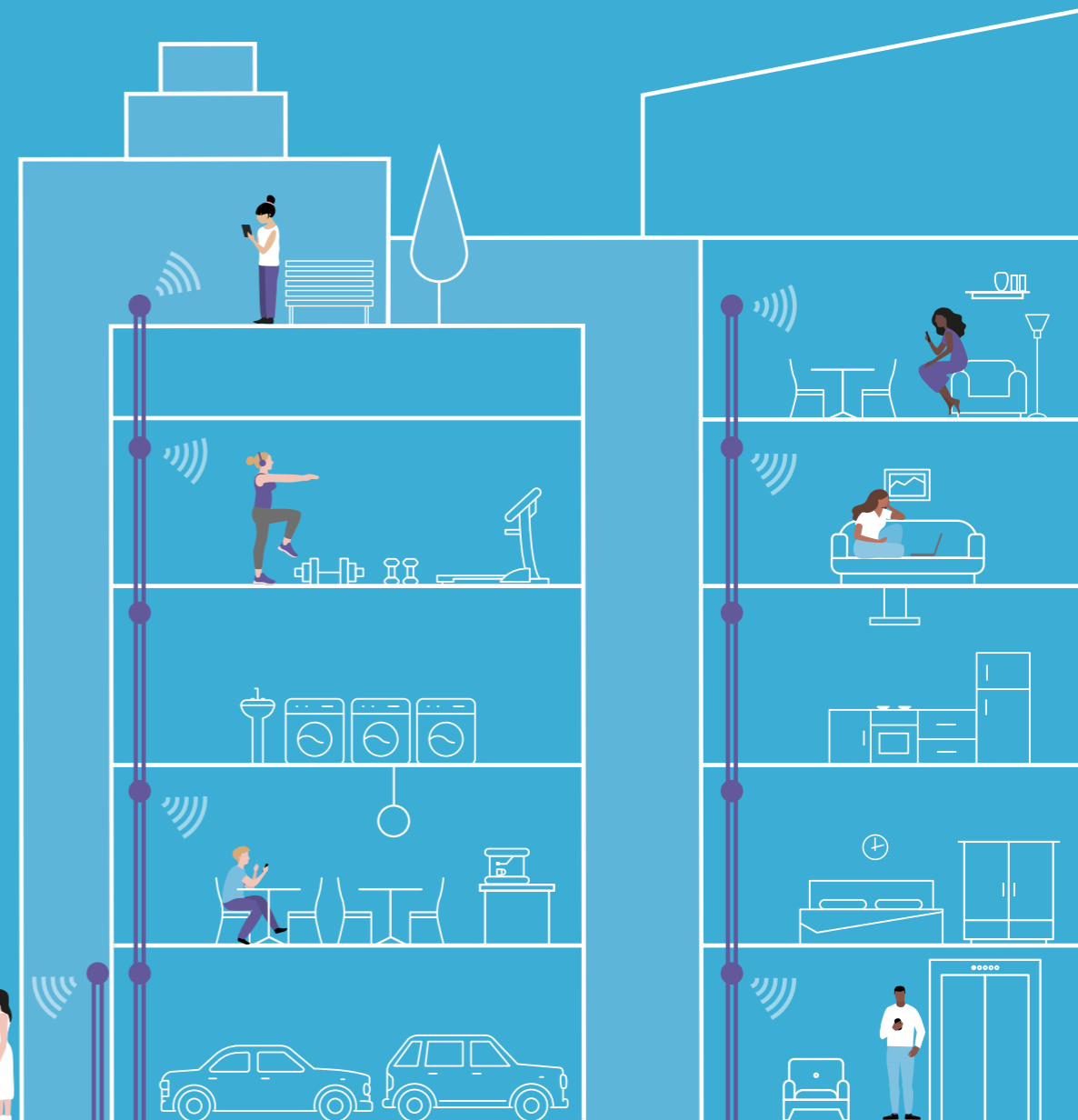
Site-wide wi-fi

As residents roam around your development, they're connected to their own individual network (or VLAN), which will continuously search for and connect to the nearest Access Point to provide the strongest signal.

This process is automatic, creating a seamless experience in which a resident can move throughout the development without experiencing a disruption in their connection.

ACCESS POINT

EXCHANGE

FIBRE BACKBONE

Quick and easy resident activation

Onboard your tenants before they even move in.

Building operators can introduce tenants to Hyperoptic via our Management Portal. The operator simply adds the customer information before they move in. Hyperoptic will then get in touch with the tenant, welcome them to the network and provide everything they need to access their new broadband connection from the moment they step across the site boundary.

Onboarding through the management portal

Operator adds new tenant details to Management Portal.

Tenant receives welcome communication from Hyperoptic.

Tenant registers via the My Account portal.

Hyperoptic provide unique details to access the service when they arrive at the site.

Management Portal

From the Management Portal, the building operator can onboard tenants, initiate & manage connections, and help your residents stay connected.

Onboarding new tenants
Adding their details to trigger a welcome communication from Hyperoptic.
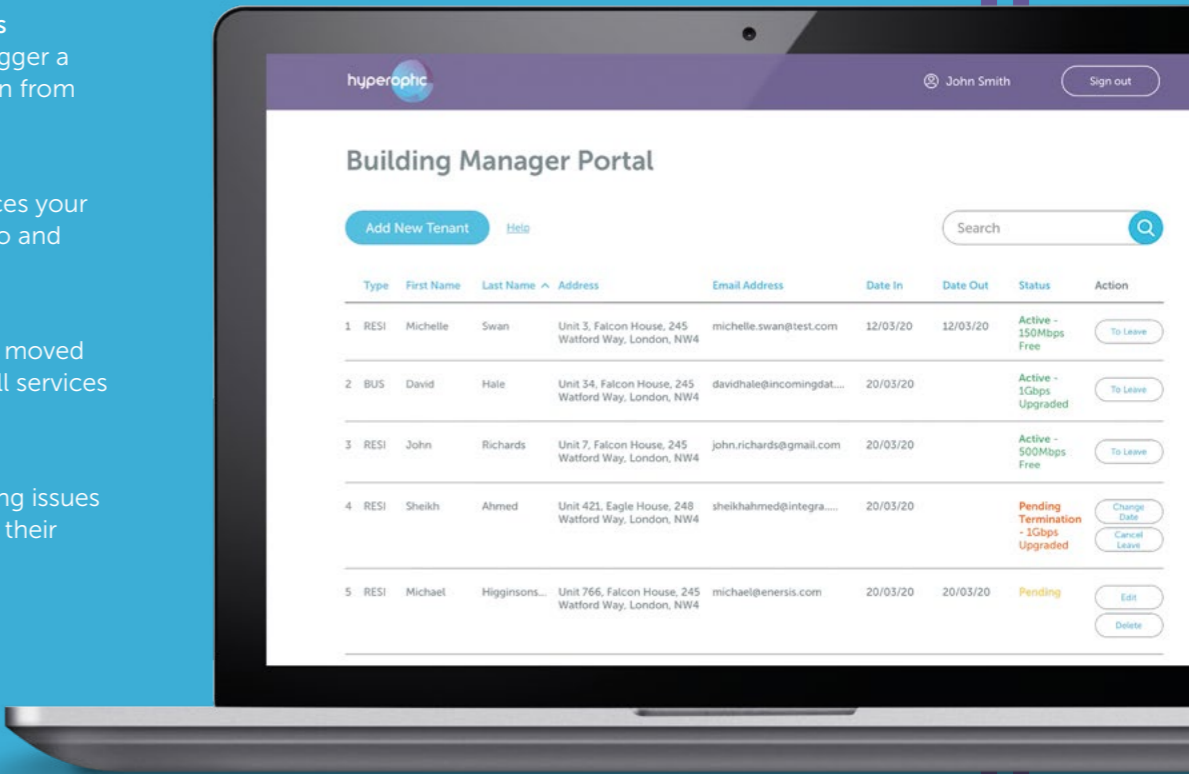
Check resident status
You can see which services your residents are signed up to and who is active.

Suspend tenants
If you know a tenant has moved out, you can terminate all services for the tenant.

Reset passwords
If your residents are having issues logging in, you can reset their password for them.

hyperoptic   John Smith   Sign out

Building Manager Portal

Add New Tenant   Help   Search

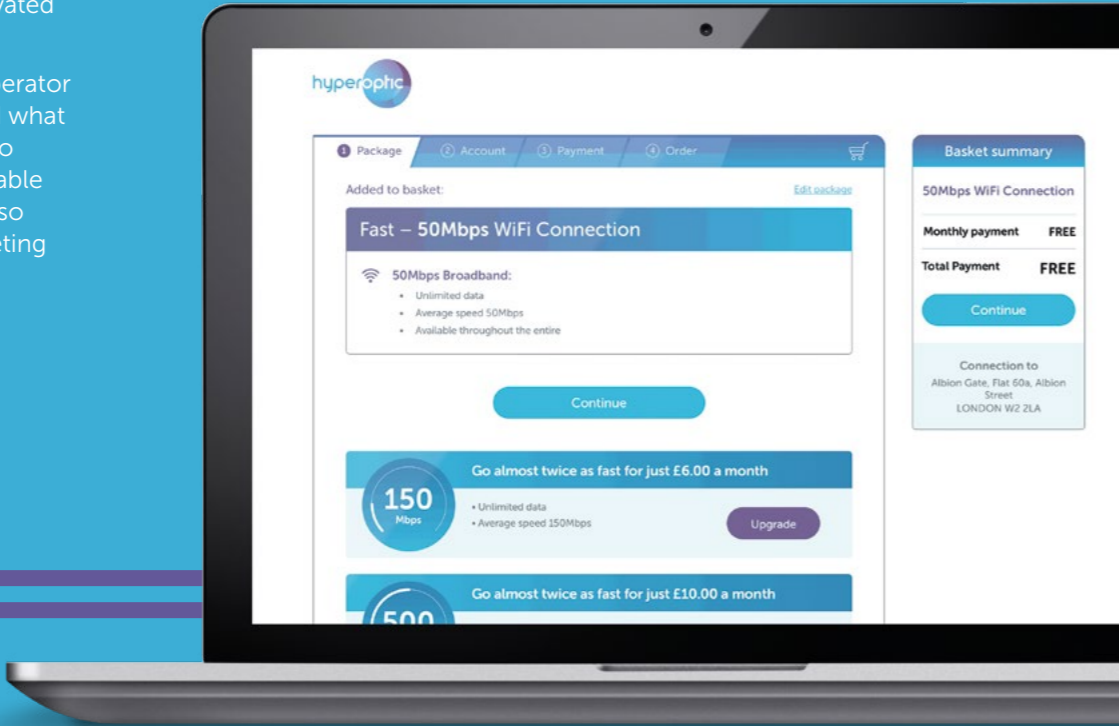|	Type	First Name	Last Name ^	Address	Email Address	Date In	Date Out	Status	Action
1	RESI	Michelle	Swan	Unit 3, Falcon House, 245 Watford Way, London, NW4	michelle.swan@test.com	12/03/20	12/03/20	Active - 150Mbps Free	To Leave
2	BUS	David	Hale	Unit 34, Falcon House, 245 Watford Way, London, NW4	davidhale@incomingdat....	20/03/20		Active - 1Gbps Upgraded	To Leave
3	RESI	John	Richards	Unit 7, Falcon House, 245 Watford Way, London, NW4	john.richards@gmail.com	20/03/20		Active - 500Mbps Free	To Leave
4	RESI	Sheikh	Ahmed	Unit 421, Eagle House, 248 Watford Way, London, NW4	sheikhahmed@integra....	20/03/20		Pending Termination - 1Gbps Upgraded	Change Date / Cancel Lease
5	RESI	Michael	Higginsons...	Unit 766, Falcon House, 245 Watford Way, London, NW4	michael@enersis.com	20/03/20	20/03/20	Pending	Edit / Delete

Resident portal

From the resident management portal, the resident can easily access their account details and manage their connection.

They'll be able to upgrade their service whenever they like via their portal account. All they need to do is log in and choose their preferred plan.

The tenant will automatically receive confirmation and new billing details by email when they request their upgrade. After validation, the requested upgrade will be activated immediately.

We'll work with the building operator to ensure residents understand what upgrade options are available to them, with revenue share available on package upgrades. We're also on hand to support with marketing materials if needed.

Guest portal

Our guest portal allows visitors to get online quickly and efficiently.

Guests can access the portal's landing page by visiting the wi-fi settings on their device.

This page is fully customisable and can be branded to match your development. To register for the free wi-fi service, the guest simply needs to enter a few details and accept the privacy policy.
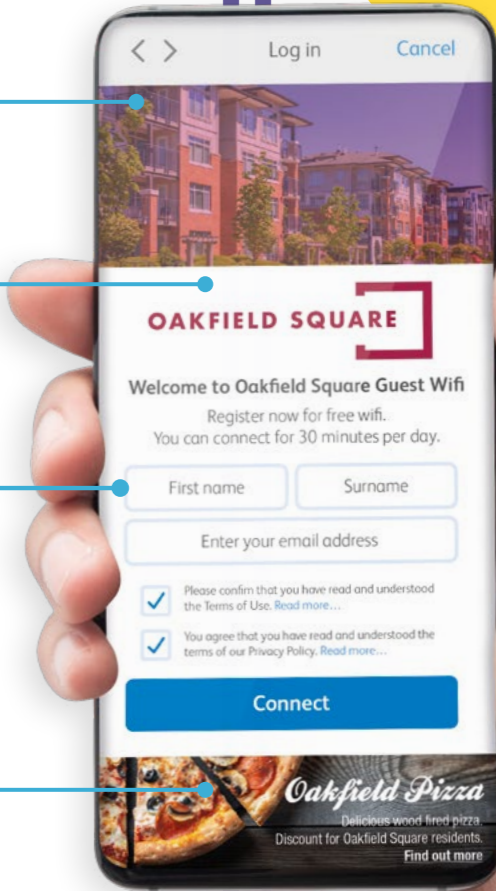
This page is a great window into understanding who is spending time at your development. In addition to analytics reporting (see page 18), the portal has space for advertising the various facilities or local amenities on or around your development.

Got a community event coming up? This is the perfect spot to advertise it.

Development header image

Development/ Operator logo

Registration details

Advertising space

Helping you understand your development

With GDPR-compliant usage data and footfall analytics, provided to you in regular reports, we'll help you understand how your residents and guests are moving around your development.

Using our analytics portal, we can provide you with reports by Operating System, device manufacturer, resident trends, session details and more.

All of which will give you valuable insight into who's visiting your development, as well as how residents and guests are moving around and interacting with the community you've built.

A model that works for you

Attractive, flexible commercial models, balancing developer, operator and investor needs.

Our build-to-rent product allows you to build site-wide wi-fi into your service charge and generate additional revenue from resident upgrades.

We offer a range of flexible contract lengths, contribution and operating models that give you the flexibility to choose whatever works for your requirements.

We'll work with you to understand the best model for your development needs.

Operating contribution

Hyperoptic cover the cost of installing the infrastructure. You'll have a slightly higher OPEX to pay but your upfront costs are minimal – reducing your risk.

Upfront contribution

You'll make a CAPEX contribution to have the infrastructure installed and pay a lower OPEX for the duration of the contract.
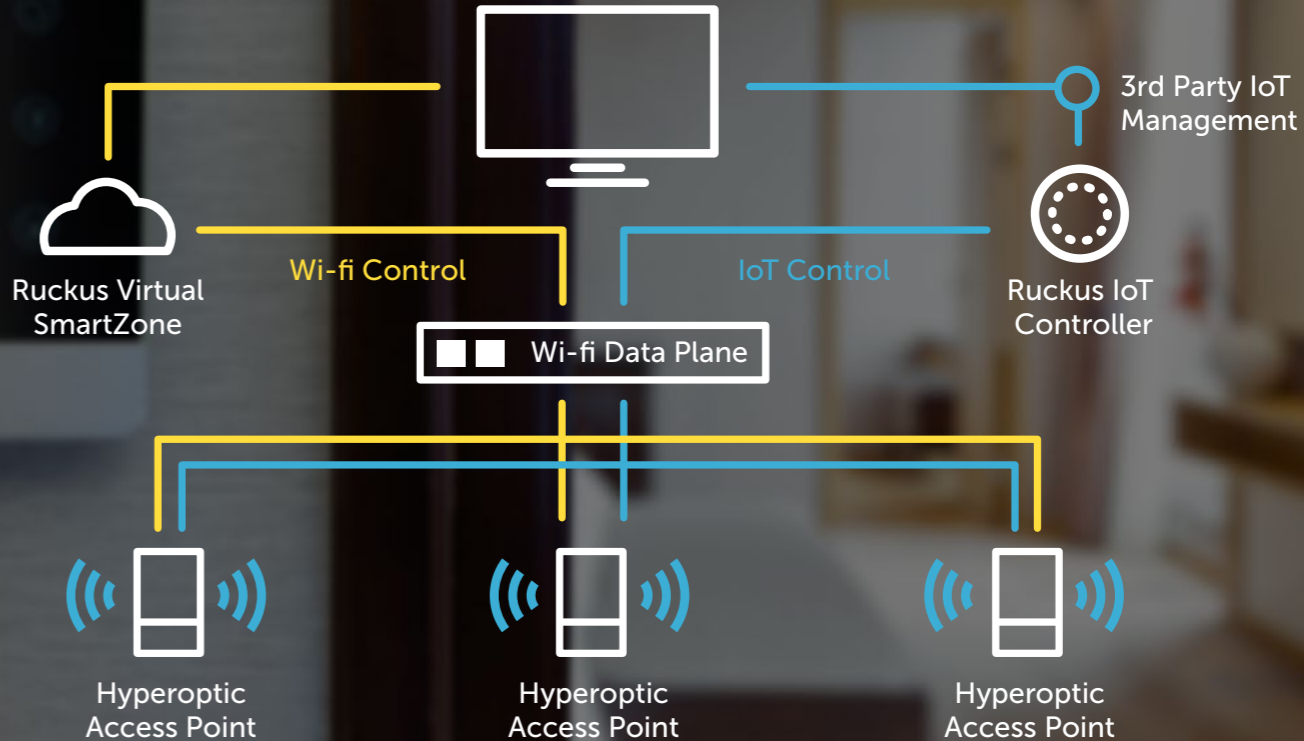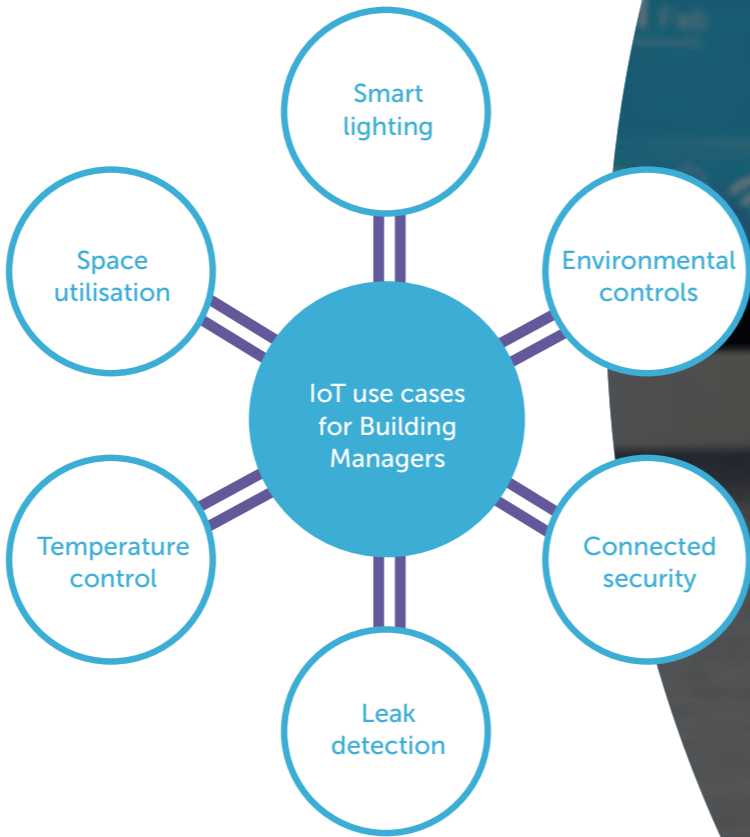
Enabling your IoT journey

Site-wide wi-fi and Hyperoptic-deployed Access Points across your development lay the foundations for smart building and IoT systems within your development.

The Ruckus IoT Suite enables organisations to quickly realise benefits from IoT investments by bringing together all your IoT or smart building technology into one single point of view.

A typical Hyperoptic build-to-rent deployment sees IoT-ready Access Points, which are a key component of the Ruckus IOT suite, deployed across the site as standard. This means you can benefit from reduced infrastructure spend to support your IoT journey.

Smart lighting

Space utilisation

Environmental controls

IoT use cases for Building Managers

Temperature control

Connected security

Leak detection

3rd Party IoT Management

Ruckus Virtual SmartZone

Wi-fi Control

IoT Control

Ruckus IoT Controller

Wi-fi Data Plane

Hyperoptic Access Point

Hyperoptic Access Point

Hyperoptic Access Point

Gold-standard customer care

Your residents have access to our 24/7 Customer Service Team, taking the pressure off your own internal resource. We're rated 5-stars on Trustpilot.

Better than Virgin, BT and Sky combined*...

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

We're available by phone, email, live chat or social media whenever your residents need us and our team is award-winning.

★ Trustpilot

> "Great value, slick set up and high performance. Such a night-and-day contrast to other ISPs, that I found myself wondering why everyone couldn't do this.
>
> **Mike, 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**
> ★★★★★

*based on ratings taken from Trustpilot website as of January 2021.

Our engagement process

Our engagement process takes the hassle out of the design and execution of installation.

1 Preliminary phase

We'll gather objectives and requirements for your site and conduct preliminary studies to establish whether the project is viable.

Once agreed, we'll ask you to send your site plan and Openreach drawings to your dedicated Account Manager. Once we have these, we'll produce a full site design at no cost to you.

2 Design phase

We'll present our proposal for installation, based on your plans. The developed design will be a body of documents which will form the basis of the contract:

✓ A wayleave

✓ An installation agreement

Once these have been signed, the design team will complete an on-site hand-over to one of our Area Delivery Managers (ADM).

3 Construction phase

The ADM will be your single point of contact for any on-site and/or technical support through installation and onto go-live.

They'll liaise with the contractor's supervisors to discuss any design, operational or health and safety concerns.

The ADM will agree with you a schedule of work prior to commencing any installation activities.

4 Support phase

We'll hand over all 'as-constructed' information and project closure procedures.

This will include our ongoing support and maintenance of the delivered infrastructure and engagement with our residents.

FAQs

What is PIA?

You might be wondering how and why we can access Openreach ducts and chambers? The answer is the PIA or Physical Infrastructure Access.

This regulation provides access to existing duct and pole infrastructure, within Openreach's physical infrastructure.

As an established user of PIA, Hyperoptic was one of the first ISPs to take advantage of this regulation that allows us to share infrastructure with Openreach nationally.

What is an installation agreement?

Once we have a wayleave agreement in place, we will ask you to sign an installation agreement.

This essential document details everything about the design and installation plan for the site or building we're working with you on.

It will also detail the agreed rebate, the service to be provided, roles and responsibilities and contact information for all parties involved.

What is site-wide wi-fi?

When we say site-wide wi-fi we mean it. From car parks to roof terraces, your residents will be able to seamlessly stay connected. We'll position access points across your development and site boundary so that every inch is covered by the network.

What is a wayleave?

To give us permission to install our network and equipment onto your site we need have a wayleave agreement in place.

It's essentially an agreement permitting Hyperoptic to access your privately owned land to carry out works. Whether you're a developer, registered provider, local authority or landlord, we need a signed wayleave before we can install our fibre broadband.

"

Hyperoptic is collaborating on projects with over 200 house builders, social housing providers and councils. When we can come together, we can deploy full fibre remarkably quickly and at no cost to them. Let's continue to tear down these barriers to the benefit of all.

Dana Tobak CBE, CEO of Hyperoptic

"

Ready to speak to our build-to-rent experts?

Tell us about your site or portfolio and we'll be in touch to discuss your requirements.

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

hyperoptic