



Gigabit broadband

designed for new build homes.



Contents

Our objective	2
Who we are	4
A few of our recent accomplishments	5
Why we matter	6
Our products	7
Customer journey	8
Sky partnership	9
Day-one connectivity	10
Day-one connectivity delivery	12
How we do it	14
Inside new build apartments	16
Inside new build homes	17
Why partner with us?	18
5 more reasons to work with Hyperoptic	22
Who we work with	23
How we deliver	24

Our objective

We are building our own dedicated fibre optic network across the UK, enabling gigabit Britain with hyperfast, reliable broadband.

We are on target to reach 2 million homes and businesses by 2021 and 5 million by 2024.



Who we are

UK's fastest broadband

- ✔ Speeds of up to 1Gb
- ✔ Symmetrical upload and download speeds
- ✔ Over 40 towns and cities
- ✔ More than 500,000 homes and businesses passed

UK's fastest growing broadband provider

- ✔ Target to reach 2 million homes and businesses by 2021, and 5 million by 2024

Large team of dedicated, highly trained installers

- ✔ Experts with new builds and retrofits
- ✔ Residential blocks and business premises



A few of our recent accomplishments:



2017

Named Most Innovative Provider 2017 by Broadband Genie.



2018

Dana Tobak, CEO of Hyperoptic, awarded CBE for her services to the Digital Economy.



2018

Received one of the highest ratings of any UK ISP on Trustpilot.



2018

£500 million of investment secured from Tier 1 European Banks and Mubadala Investment Company.



2018

Named Best Superfast Broadband for the sixth consecutive year at the 2018 Internet Service Providers' Association (ISPA) Awards.





Why we matter

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



Our products

Residents can choose their perfect full fibre package. How fast would you go?

50 Mb	150 Mb	500 Mb	1 Gb
Fast	Superfast	Ultrafast	Hyperfast
			
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.

Customer journey

For new residents, getting connected couldn't be any easier.



Free connection

Hyperoptic will provide a complimentary connection to your on site marketing suite. We can also feature in your marketing brochure to introduce residents to our offers and services.



Free router

Hyperoptic will install a router in your residents home before they move in. Meaning they're ready for connection from day-one.



Welcome pack

Hyperoptic will supply a welcome pack for new residents. This will tell them exactly what services are available and how to get connected.



30 min connection

Residents can visit our website or make one simple call to our customer service team to get connected in a matter of minutes.



3 months FREE

Residents receive 3 months of the UK's fastest fibre broadband, from the day they move in, free of charge.



Day-one connectivity

Ready from the moment residents move in.

We are the only provider to actively measure day-one connectivity. This means residents can move in and instantly connect to the UK's fastest residential broadband. We also give every customer 3 months' free service.



Without day-one connectivity



With day-one connectivity

Free router

We pre-install a router in every home completely free of charge. Customers can choose to connect within 30 minutes and no engineer visit is required.



Day-one connectivity delivery

We are the only internet service provider to actively measure day-one connectivity and we set seriously high standards when it comes to delivery.

2018	99%	↑
2017	98%	
2016	96%	



Selecting Hyperoptic makes perfect sense – not only does it mean that our residents will get the best internet experience possible, it also future-proofs our developments digitally for decades to come.

Mark Dickinson,
Managing Director of Anthology



How we do it

Our dedicated full fibre installation process

1

We deliver dedicated fibre from the exchange to your site.

2

We install fibre directly into each premises using existing ducts. Our cabinet is placed in a discreet location within your building.

3

For housing developments, we agree a discreet location to place our cabinet on your site. We connect the router to our cable and you're good to go!

We offer a complimentary connection for building management's use.

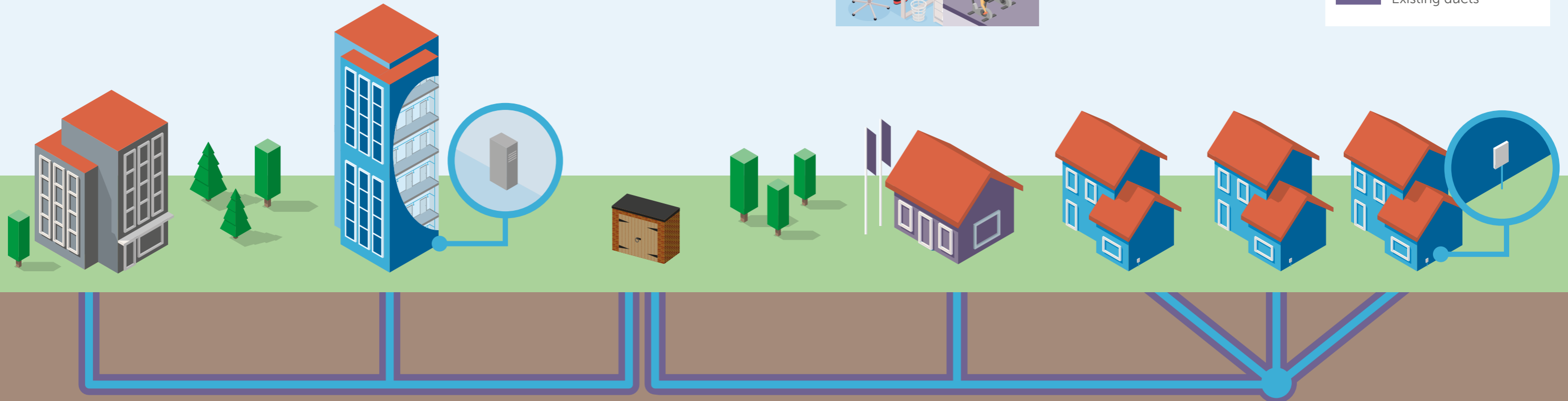


Our own network

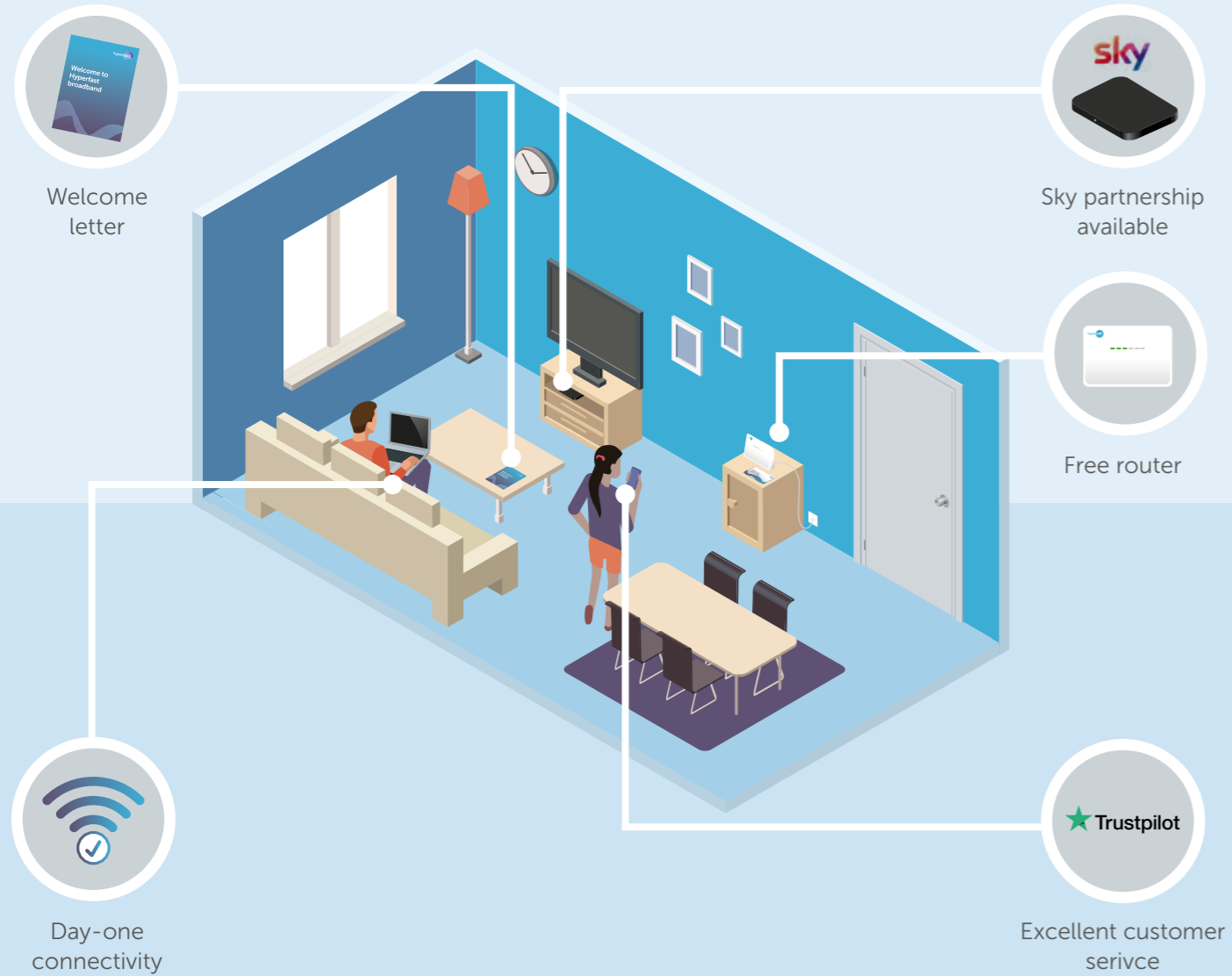
We install our own cables in the ground, and are not reliant on other suppliers to deliver our superior speed and service to customers.

Key

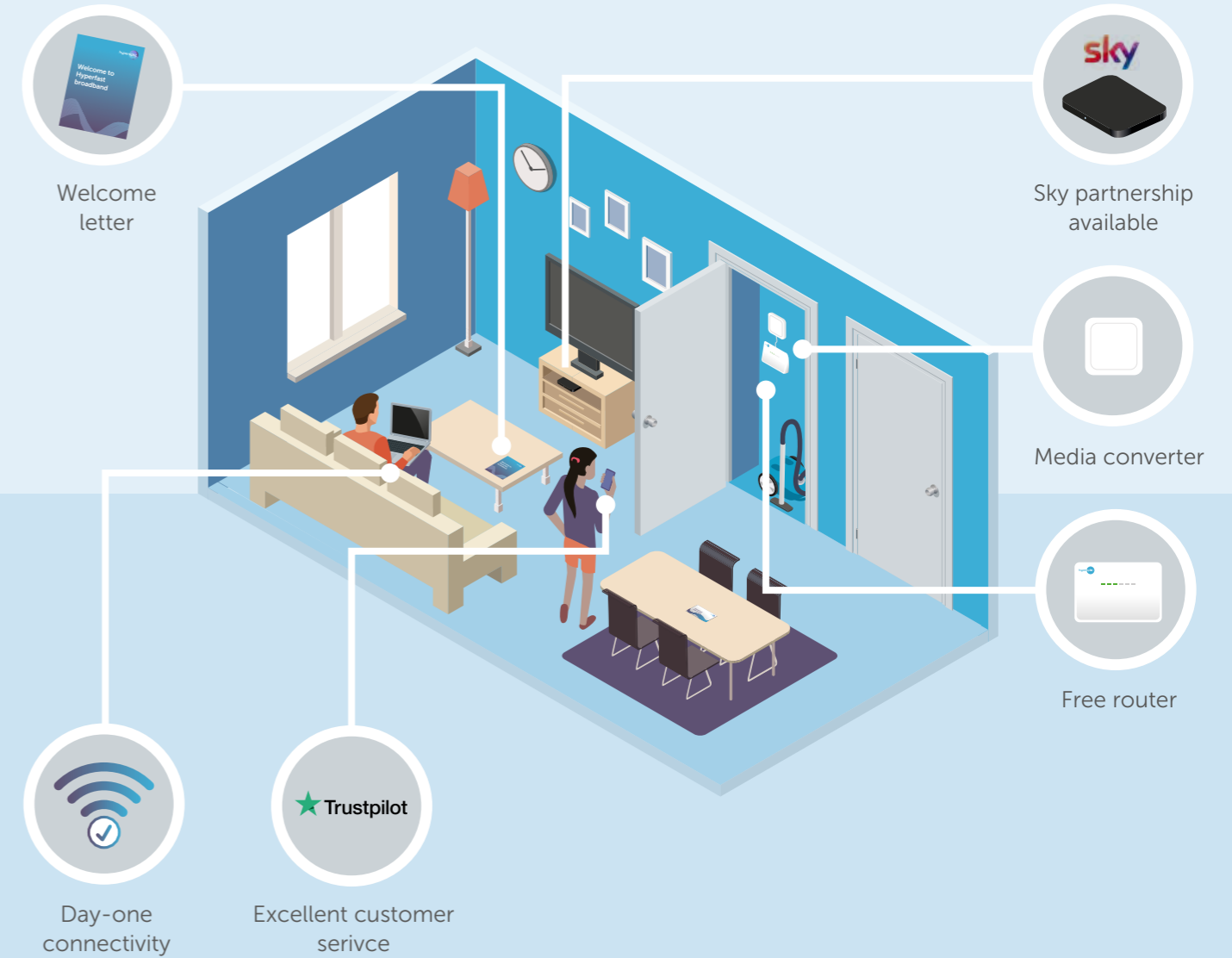
- Hyperoptic fibre
- Existing ducts



Inside new build apartments



Inside new build homes



Why partner with us?

We add real value to all stakeholders in your business.

Site and Technical

- I want a simple, safe installation.
- I get a single point of contact who manages the entire installation with qualified and experienced engineers.
- Using Openreach is a bonus, it's one less thing for me to worry about, meaning I don't need separate infrastructure.



Commercial

- I want fast internet on my sites but I need value for money.
- The equipment is issued free and our costs are covered by the rebate.
- No exclusivity means I can install other providers to give added choice.



Sales

- I want to give customers another reason to buy our homes.
- Fastest broadband available, 3 months' free service, live from day one. That's a deal customers will like.



Customers

- I want to buy a home with the fastest broadband available, with 3 months free from the day I move in.
- I can choose a provider that gives me the speed I pay for, nothing less.



Marketing

- Gigabit broadband is a great unique selling point for us.
- We have an opportunity to be creative with advertising and brochures.
- Hyperoptic produce high quality co-branded collateral so customers know what to expect.



Customer Service

- I want to deliver the best customer experience with a 5* HBF rating.
- We will have reduced call volumes with no complaints about delayed or slow broadband.





We have fitted each apartment with an advanced home automation system – with full fibre from Hyperoptic, this will all work seamlessly from day one.

James Taylor,
Sales and Marketing Director
of Hadley Property Group



5 more reasons to work with Hyperoptic:

- 1 We are the UK's fastest broadband, more than 18x faster than the average in the UK*.
- 2 Connection within 30 minutes of moving in with no engineer required.
- 3 We don't demand exclusivity. We are happy to be installed alongside other providers.
- 4 We issue free materials, pay a rebate per plot and do most of the install ourselves. We are cost-neutral.
- 5 We are risk-free, and backed by funding to accelerate the build of our full fibre network.

*UK average download speeds are 54.2Mb as of May 2019. Average upload speeds are 7.2Mb.



Who we work with

We work closely with over 200 developers to ensure maximum benefit for residents.

ballymore.

BARRATT
— LONDON —

Bellway

Berkeley
Group

Crest
NICHOLSON

Galliard
Homes

GET
LIVING
LONDON

lendlease

Linden
HOMES

ONE
HOUSING
LIVING BETTER

REDROW

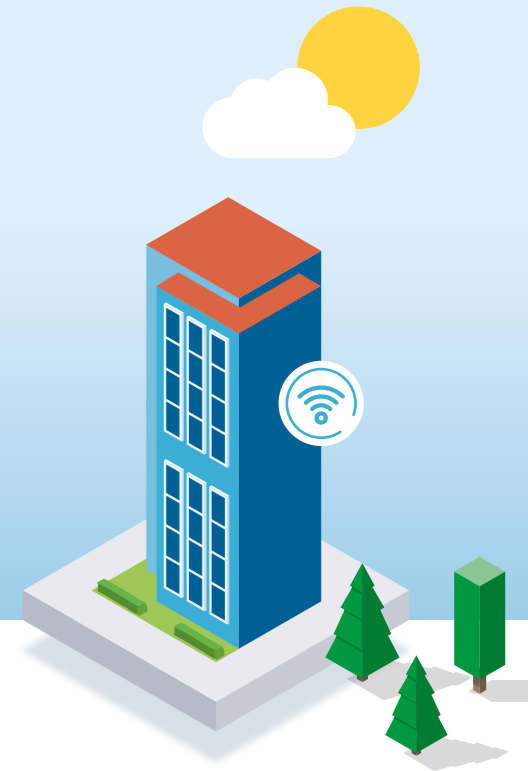
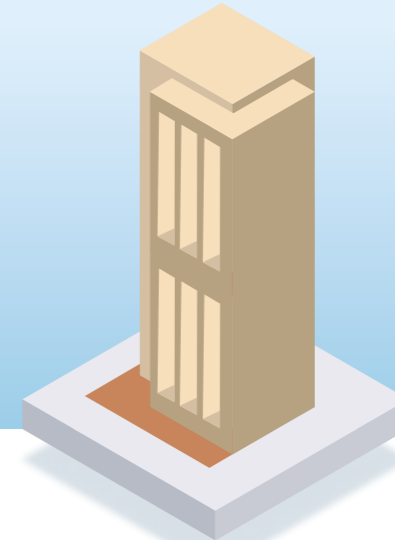
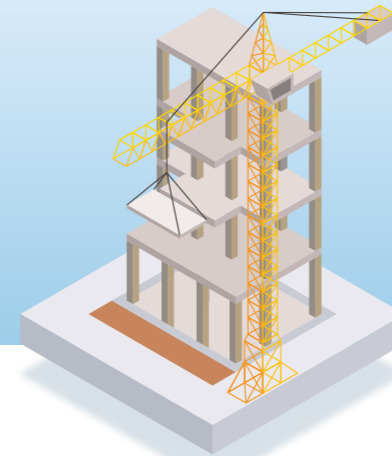
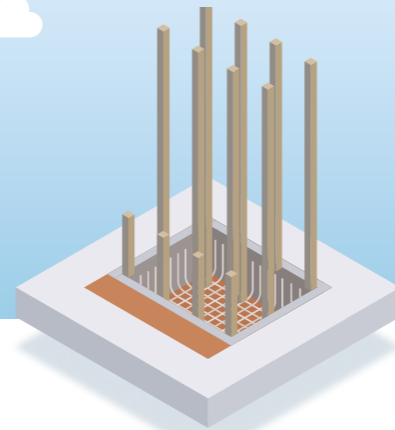
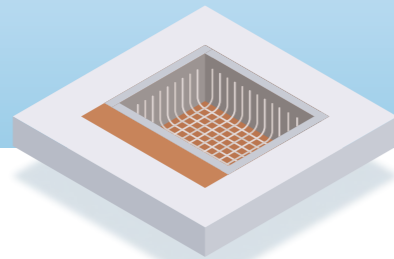
Regis
group plc

RENAKER
Constructing Solutions

Taylor
Wimpey

urbansplash

How we deliver



1

Register your site by emailing us at:
property@hyperoptic.com
or through your dedicated account manager.

2

Provide site plans so we can produce a conceptual design at no cost to you.

3

Sign a Wayleave and Installation Agreement and we will assign a dedicated deployment manager for the project.

4

Your electrical contractors will install the free issue materials as per the design.

5

We will pre-install routers with no requirement for an engineer visit.

6

Residents receive the UK's fastest fibre broadband free for three months, from the day they move in!



Thank you

for your interest in Hyperoptic

We hope you choose to include us as a broadband choice at your future sites, so that your residents have internet access from the day they move in, and your homes have the fastest speeds available in the UK.

- ✔ Fastest speeds
- ✔ Live from day-one
- ✔ Simple to install
- ✔ Cost-neutral

HYPERFAST
1Gb FIBRE
BROADBAND



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