

<House No. and Address Placeholder>

<Town Placeholder>

<Postcode Placeholder>

Who are CityFibre?

CityFibre are a new and exciting full-fibre provider, currently challenging the likes of BT Openreach and Virgin Media. CityFibre are lighting up hundreds of towns and cities across the UK with Fibre to the Premises (FTTP) connectivity, that can deliver up to 1 Gbps speeds and beyond. CityFibre is doing all of this with a £2.5 Billion investment programme; promising to shake up and revolutionise the way that businesses and consumers are able to utilise the internet.

As we are becoming more and more reliant on the internet, we naturally demand more. And, that's why speed matters, not just download speeds but upload speeds too. You may have noticed, whenever you upload or stream to a device, it's always slow and ends up affecting the performance of everyone else in your household. These are known design flaws with ADSL connections; and also present in Fibre broadband.

This is because the majority of broadband services marketed as 'fibre' today are only actually part-fibre. They tend to use copper wires for the final stage of the journey to your home, which severely hampers the speed you can potentially receive. With Fibre to the Premises (FTTP), CityFibre ensures lightning fast and reliable broadband services capable of reaching Gigabit speeds through a growing list of internet service providers.

By installing fibre cabling to your home, you can:

- Save the hassle of having to wait, when you decide to subscribe to a full-fibre enabled broadband service in the future
- Boost the value of your home by up to 3%*
- Connect with family, friends and colleagues with crystal clear video call quality

* Statistic from London School of Economics and Political Science (LSE), 2014

In order for your home to take advantage of these benefits, CityFibre may need to lay fibre-optic cabling in your area and attach a wall box to your property, it'll just be like any new utility such as a water meter or an energy meter for you to access and use. But before we do so, we'd like you to register your interest, so we can include your area in our list for the Full-Fibre Rollout Programme. This will be at no extra cost to you, as we will need to lay fibre cabling in your area at some point in the future and even if we don't Virgin Media or Openreach will do so.

CityFibre endeavours to operate with transparency, so as to keep the installation process hassle-free and ensure that residents are happy with the work our engineers carry out. We also want to further iterate, that none of the works carried out will require any sort of payment from your end; and that CityFibre will take up all the costs associated with the work. Once we are done your area will be full-fibre ready.

In order to register your interest, visit us on cityfibre.com/residential

Our Full-Fibre Network ISPs:



Consumer FTTH

A symmetrical, gigabit-speed Ethernet product that enables you to define and deliver your own full fibre, consumer broadband services over CityFibre's new FTTH network; set to reach 5 million homes and businesses by 2025.

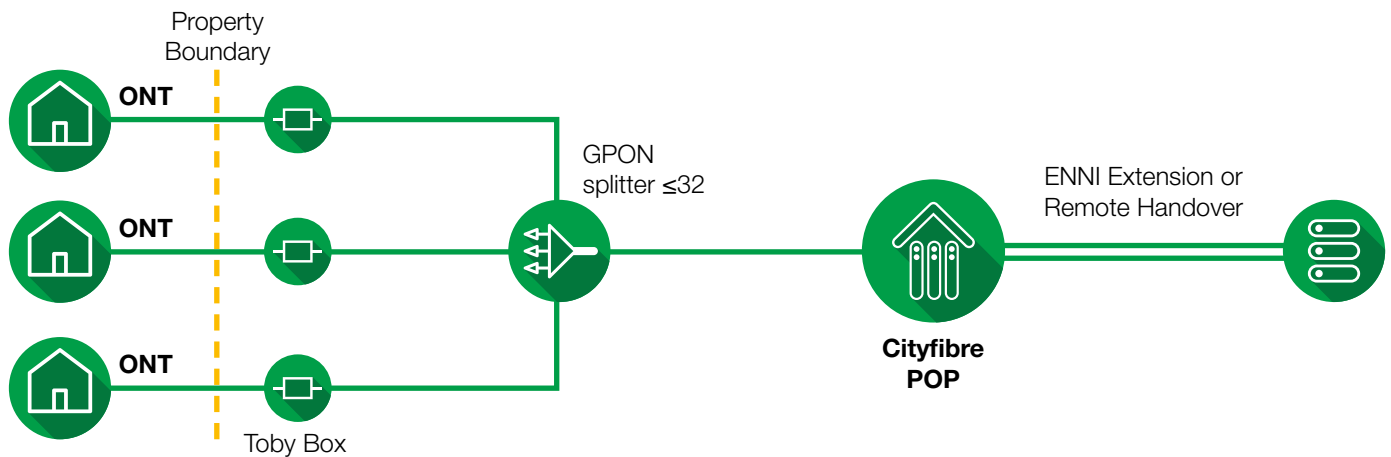
Consumer FTTH is ideal if you're looking for a product that's not only capable of delivering all household connectivity services over IP - but which has the QoS you need to ensure their worry-free transition to crystal clear VoIP services.

It can be combined with other services in your own network and allows you to define the line profiles you need for the gigabit-speed broadband products and dedicated VoIP services you want to offer.

Key features:

- Full fibre, gigabit-capable symmetrical connection
- Available across our modern, purpose built FTTH GPON network
- Flexible input product
- QoS to ensure crystal clear VoIP services
- Industry-standard repair SLA
- Standard installation included
- Full API suite to enable system automation

How it works:



Product features:

Consumer FTTH	
Bandwidth	1000Mb/s symmetric
Line profiles	Able to support multiple line profiles
Unlimited use	Yes
Dedicated / shared	Shared. Provided at 1:32 or lower split ratios
Target delivery time	Delivery times as contracted
Availability	All properties on our FTTH footprint
Customer demarcation	Ethernet port on the supplied Optical Network Terminal (ONT)
Partner demarcation	Single VLAN at the E-NNI. Extra ports available
Support hours	24/7/365 for fault reporting with second-line support as contracted
Repair SLA	End of next working day
Repair period	Monday-Saturday. Repair hours start at 08:00hrs

Technical overview:

This section provides an overview only. If you require further technical or installation information, please contact us.

Ethernet	Interfaces	E-NNI	VLAN	Handover options
<ul style="list-style-type: none"> Ethernet II or 802.3 untagged interface 802.1q tagged interface with VLAN id 	<p>ONT supports: 1xUNI</p> <p>Per UNI: 100/1000Base-T</p>	<p>Ethernet: 802.1ad VLAN (SVID, CVID)</p>	<ul style="list-style-type: none"> Point-to-Point (Access EVPL) MTU 1530 Bytes 	<ul style="list-style-type: none"> An ODF within a colocation rack in the CityFibre POP or the Meet-Me area of another colocation provider An Interconnect chamber external to the POP

Installation options:

Standard criteria guidelines:

- Property boundary to building entry point is circa 15 metres
- ONT is on the same floor level to entry point
- A 230v power source is within circa 1.5 meters of entry point.

Extended/non-standard examples:

- Property boundary to entry point is over circa 15 metres
- Alternative location of ONT required
- Partner equipment install / testing required
- End customer internal cabling required.

About CityFibre:

Full-fibre network alternative

Independent of incumbent infrastructure. Modern-built network with backhaul diversity from city to Internet exchanges and long distance inter-city connectivity.

Whole-city network provider

All our networks are built using a well-planned city methodology to ensure they have the combined architecture to serve all market verticals for the long term.

Commercially flexible

As an unregulated alt-net provider, we can discuss and provide bespoke service wraps and product options.

A reliable, credible supplier

High performing, robust ring-based core network infrastructure. Committed to service excellence and lead time certainty.

www.cityfibre.com

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For more information about our products, or to discuss becoming a partner, email info@cityfibre.com