

CARE PACKAGES	LEVEL 1 Individual Apartments	LEVEL 2 Small HMOs	LEVEL 3 Large HMOs & Blocks
Equipment installed	ROUTER	MESH WI-FI	FULL NETWORK & WI-FI SYSTEM
One portfolio bill & tax deductible expense	✓	✓	✓
Any trading entity accepted	✓	✓	✓
Protection from tenant misuse	✓	✓	✓
Review of solution at the end of warranty	✓	✓	✓
Fixed price monthly subscription	✓	✓	✓
99% broadband uptime & fair device bandwidth	✓	✓	✓
Outbound call barring - fixed price utility	✓	✓	✓
24/7/365 UK based tenant support desk	BROADBAND CONNECTION & ROUTER	BROADBAND & MESH NETWORK	END TO END SUPPORT
Dedicated account manager & local engineer	✗	✗	✓
1st fix fibre link cabling	✗	✗	✓ *
Share connections across multiple units?	✗	✗	✓ **
No dead zone guarantee	✗	✗	✓ ***
Equipment & cabling safety guarantee	✗	✗	✓
Fixed price installation option	✗	✗	✓
Equipment warranty	24 MONTHS	24 MONTHS	FULL CONTRACT TERM
Wi-Fi installation	✗	REMOTE SUPPORTED SET-UP	Landlord Broadband
Broadband installation by:	openreach AM OR PM TIME SLOTS	openreach AM OR PM TIME SLOTS	Landlord Broadband TIME AGREED WITH YOU

*If the first fix done by Landlord Broadband.

**Based on assessment.

***First fix data cabling only covered if Landlord Broadband installed it. Guarantee not provided when taking on a 3rd party network.