

NEW HOMES TECHNICAL FAQ AT PRINCE PHILIP PARK FREQUENTLY ASKED QUESTIONS



Q: Can I use the Internet Service Provider (ISP) of my choice?

No, the ISP for Prince Philip Park is Purefibre Internet. There will be a second ISP provider in the future when sufficient residence have been constructed, and occupied. (Need enough residences to make it viable / attractive to another ISP).

Q: Can I connect to Virgin Media?

Currently no, Virgin Media were asked to participate in this development but declined.

Q: Is there any BT broadband or telephone connections available?

No

Q: Can I bring my existing home phone number?

Yes. This would be subject to a one-off £20 porting fee.

Q: Do I need a TV aerial?

No, FIRS (Fibre Integrated Reception System) provides this

RESPONSIBILITIES AT PRINCE PHILIP PARK AND BEYOND FREQUENTLY ASKED QUESTIONS

Q: Can I use my existing standard or DECT phone?

Yes - Subject to package sign up.

Q: Is there WIFI in my new home?

Yes, already configured and ready to go.

Q: Can my WIFI box plug in anywhere in the residence?

Yes, any connected data point

Q: What happens if I have a technical problem?

www.PrincePhilipPark.net for Support.

Phone: 0330 808 2003.

Email: support@purefibre.net

Q: Does the equipment have a warranty/guarantee?

Yes, 5 years from installation.

Q: Do I need to get a Sky Dish Fitted?

No, Sky HD capability is already installed. When contracting with Sky, please ensure that they know that you are connected to a Communal Fibre IRS System

Q: Can I use my Sky Q box?

Yes, but you will need to contact Sky to arrange an installation of a Sky Q dSCR GTU in order to be able to receive signal over the Communal Fibre IRS system

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