

Frequently Asked Questions

What equipment will be provided by the project?

The types of equipment provided may include routers and MIFI devices, which allow you to connect to the projects network. However, we will discuss with you your requirements and the equipment provided will be in a response to these discussions.

What is a MIFI device and what does it look like?

A MIFI device is a small, wireless device, which creates a local WIFI signal when outside your home. The MIFI device will work with your current SMART phone to provide you with the opportunity to make video calls outside the home or connect to the Internet.

What is a router and what does it look like?

A router connects your computers, laptops and other devices to a signal giving you access to the Internet. There are different size routers and our team will discuss with you the options available.

Where does it go?

We will discuss with you the best place to put a router, if you need assistance. We can organise an engineer to come to your property to assess where to put the router to ensure the best coverage for your home.

Who will fit the router?

If you need assistance in fitting the router, we will organise for our technical lead – Quickline Communications – to provide an engineer to come to your property and fit it for you.

Will the engineer be able to come into my property if Covid restrictions are still in place?

Yes. The engineer will follow all Government guidelines by wearing a mask and staying 2 metres away.

How do I use it?

If you need assistance, we will provide you with handouts showing how to use the equipment. During the trial, we are testing activities such video conferencing, WIFI calling, mobile use outside



with a MIFI device relating to specific activity such as contacting GPs, families and business. If you need support in using the equipment for these purposes, we will provide it on an individual basis.

Will it interfere with existing routers?

No. You can use the projects router alongside your existing router.

Do I need to turn off the existing router?

No. You can use the projects router alongside your existing router.

Does it cost me anything?

No, there is no cost for the length of the project. Once the project ends, you have the opportunity to transfer to a commercial rate provided by Quickline Communications. If you do not wish to continue, we will remove all equipment.

We will provide you with the commercial price as soon as we have it.

Will I have to continue paying any existing Internet provider costs?

If you are on a fixed contract with an existing provider, i.e. BT you will have to continue paying your contract. However, remember our service is free for the length of the project.

If you are not on a fixed contract, you can cancel your existing provider at any time.

Will there be any other options of Internet providers once the project ends?

As with any of Quickline's publicly funded projects, they have the ability to wholesale, which means there could be several Internet providers to choose a service from. We will give you further information on this when we have it.

Where can I get support?

We have a dedicated member of the Quickline team who will provide support throughout the project. We will give you their details once the equipment is in place.

If you have any other questions, please do not hesitate to contact us

E: info@mobileaccessnorthyorkshire.co.uk

T: 0300 400 4444

W: www.mobileaccessnorthyorkshire.co.uk

Facebook: @mobileaccessNY