



Connecting you to  
the speed of now

[www.kloud9.co.uk](http://www.kloud9.co.uk)

## Upgrade to ultrafast gigabit internet

If you've ever found yourself waiting for a video to buffer or you've had to wait minutes for an email to load, you know what it's like to live with a sub-standard internet connection.

With our gigabit fibre Internet service, your downloads will be ready in seconds, your emails will load super-fast, and you'll be able to enjoy everything the web has to offer.



## The benefits you will experience



HD Video Streaming



Remote Working



Superior Gaming



HD Video Calling



Social Networking



Music Streaming



Department for Digital, Culture, Media & Sport

**GIGABIT BROADBAND  
VOUCHER SCHEME**

We're proud to be one of the suppliers chosen by the government to support its Project Gigabit Voucher Scheme. Under this programme, residents and businesses receive vouchers that provide funds for the installation cost of their full fibre networks.



## About Kloud9

We're a passionate team who really care about bringing high-quality technology to everyone! With our full-fibre internet, you can work at lightning speed and access a world of information at your fingertips. We believe that communication should be fun and personal — an experience, rather than a chore.

## What we deliver



Gigabit Internet



Great Value



Local Support

Together with our partners, we combine decades of telecoms and business experience to enable the fastest Internet connections in the UK. With over 20 years of experience across multiple industries, we're setting out to change the way people see home broadband by offering the fastest, most reliable fixed Internet connections available locally.

“

We have recently had a 1Gbps internet line provisioned by Kloud9 and the service has been excellent from start to finish. Rapid install, awesome speed and a refreshing experience from dealing with the big boys in terms of the customer experience.

Highly recommended.

”

**EQUASYS**





## What is the voucher scheme?

The UK government's Department of Digital Culture, Media and Sport (DCMS), has launched the Project Gigabit to help people in rural areas get faster internet.

The best news is that it is at NO COST to you, as the installation of the network will be paid for by the DCMS.

The funding required to build your network is collected through individual vouchers issued by the DCMS. The residential voucher provides an installation value of up to £1,500 and a business voucher, the value of up to £3,500.

Each voucher amount is allocated to the work we do in funding, designing and building your new full-fibre broadband network.

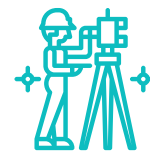
In order to commence with the installation of the broadband network, we need 70% of your neighbourhood to express their interest.



Sign up for your community fibre connection



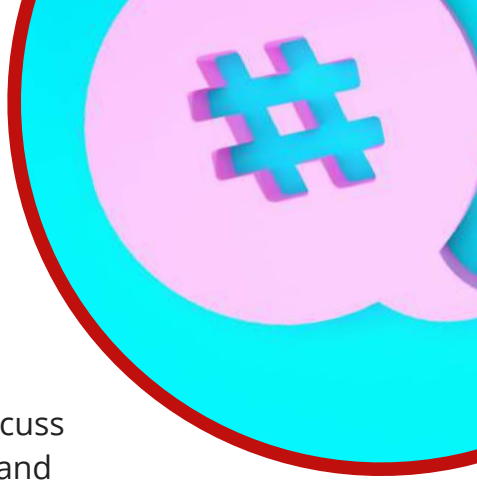
Get 70% of people to sign up



Kloud9 install the new fibre network.



Kloud9 is a registered supplier for the Project Gigabit Voucher Scheme and is increasing internet speeds through its community broadband scheme, as part of Project Gigabit. We provide a secure and fast internet connection you can rely on.



## Residential packages

Once you've registered your interest, we'll get in touch with you to discuss your requirements. Have a look at our competitive pricing for homes and businesses.

<p><b>Turbo 100</b></p> <p>Ideal for full household online with multiple devices.</p> <p><b>100mb</b></p> <p>£29.99 per month</p>	<p><b>Turbo 500</b></p> <p>Perfect for streamers and online gamers.</p> <p><b>500mb</b></p> <p>£39.99 per month</p>	<p><b>Turbo Gigabit</b></p> <p>Our ultimate package takes care of all and any existing internet needs.</p> <p><b>1GB</b></p> <p>£44.99 per month</p>
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*Those eligible for the Gigabit Voucher Scheme are required to enter a 12 month contract. Otherwise, the Kloud9 packages run month-to-month. T's and C's apply.*

## Business packages - available on request



You'll get excellent service from Kloud9. We've been working with them for years and they have never let us down on price or service. Always willing to go the extra mile. A perfect IT partner

ADAM





## The complete guide to the funding process

There are a few stages that you need to help us with as we fund, build, design, install and support you with your new full-fibre broadband connection.



### ① Register Your Interest

To make the most of Project Gigabit, you'll need to help spread the word. We need 70% of the community in order to proceed.

### ② Sign Your Voucher

Once we receive enough interest, we'll issue vouchers to you. DCMS will email you to confirm that you wish to proceed with Kloud9.



### ③ Installation and Package

We will be in touch to arrange a time for installation. We have a variety of options to suit you and your family's needs.

### ④ Confirm Your Service

You'll receive an email from DCMS to confirm your service is live. Once you confirm that your service is installed and working, Kloud9 is paid the voucher fund to contribute towards the cost of building the infrastructure.



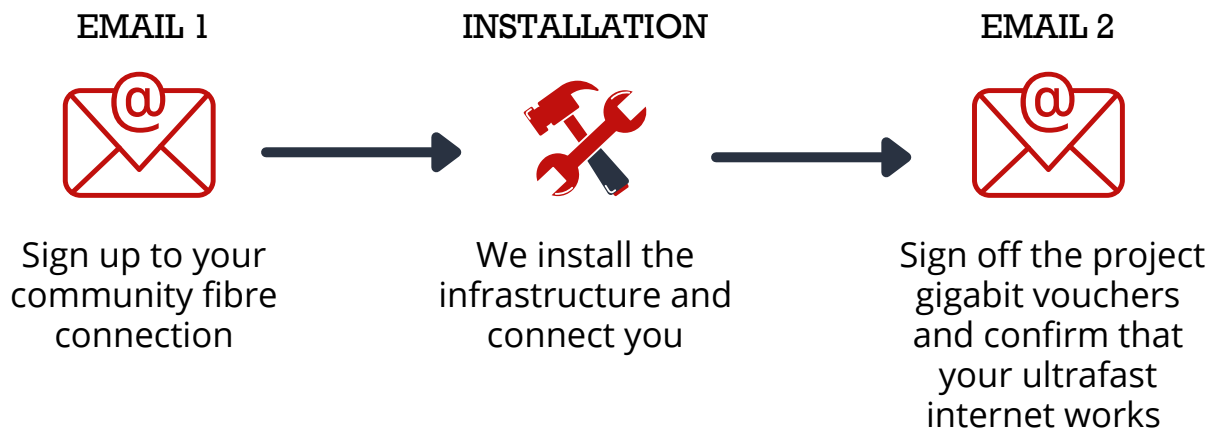
Congratulations! You're well on your way to receiving ultrafast fibre speeds.



## Claim your voucher to begin installation

Once we reach our minimum target for sign-ups, and we've issued the vouchers, we will commence with the installation.

It's a two-step process : you'll receive two emails from the DCMS.



### Email 1

1. Look out for an email from the Department of Digital Culture, Media and Sport (DCMS)
2. If you can't find it, please check your spam folder
3. If you're a small or medium sized business, you'll need your company registration number
4. If you're self employed or a sole trader, you'll need your unique tax reference
5. Residents can just go right ahead and fill out the form
6. Follow the link in the email and complete the fields
7. If you've not received the first voucher, email [info@kloud9.co.uk](mailto:info@kloud9.co.uk) or call 0333 996 1000

“

We use Kloud9 as our internet service provider and I have to say we've been nothing but amazed with everything from the service we receive to the great internet speeds the guys support with no down time.

CHRIS

”





## Email 2

Once we've installed your ultrafast internet, and you're enjoying improved connectivity and great speeds, we need you to sign off the project.

1. Look out for an email from the DCMS
2. If you can't find it, please check your spam folder
3. When you click the link in the email, you'll be asked to tick two boxes



confirm the community fibre project has been installed in your house or business.



confirm that your speed and connectivity have improved

Thank you, your community Fibre project is now complete.



Now you're all set to enjoy the convenience of ultrafast gigabit internet.





## Frequently Asked Questions

 Can you provide a phone service?



Yes, please contact us for more information

 What if I already have a contract with another service provider?




You can still take part in the Rural Neighbourhood Voucher scheme and benefit from a full fibre connection to your property. Please give us a call and we will talk you through the process.

 How does Kloud9 differ from my current service provider?



Our network doesn't rely on the old copper-based networks that deliver today's broadband service. Instead, we will install fibre optic cables directly into your home or business, meaning faster speeds and more reliable connections that are significantly faster than the UK average.

 What does the installation involve?



We'll send an engineer to your home at a convenient time to install your next-generation broadband connection. It'll take about 2 hours and the engineer will clean up afterwards, so you can get back to your life without a hitch.

“

Excellent service, brilliant staff! Highly recommend !

ARVIND

”





## Frequently Asked Questions

 Will you damage my drive-way / property / garden?



We'll be connecting your property to the fibre network using existing infrastructure — underground ducts and overhead poles — thereby ensuring your convenience and safety.



How long does it take to set up?



We aim to have you up and running in no more than 2 hours from the moment our engineer arrives at your door.



How long will the whole process take?



This depends on how quickly we reach 70% of the total properties expressing their interest in the project, and the site survey results; from then it normally takes 4-6 months to complete the project and deliver fibre to your property.



Is there an installation fee?



Our installation services are completely free if you're part of the Rural Neighbourhood Voucher scheme.

We're committed to helping more people get connected, and bringing super-fast internet access to businesses and homes across Britain.





## CONTACT US

*info@kloud9.co.uk*



## WEBSITE

*www.kloud9.co.uk*



## PHONE

*0333 996 1000*

# Connecting you to the speed of now



### **GIGABIT INTERNET**

We connect you to the world in ways that weren't possible before.

### **GREAT VALUE**

No hidden charges.

### **LOCAL SUPPORT**

We're here for you, wherever you live in the UK.



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