



## First-rate internet for student accommodation

### The best bits...

#### FOR YOU:

- Put your student property on the map, with fast, reliable broadband
- Future-proofed networks that are built to be upgraded easily
- Tailored solutions for University-owned halls, PBSA and HMOs alike
- Wireless networking for common areas, such as foyers, lounges and kitchens

#### FOR YOUR STUDENTS:

- Rent inclusive broadband with speeds from 50Mbps to 1Gbps
- Unlimited data downloads
- Fantastically flexible, award-winning Wi-Fi
- Instant access from the day they arrive, plus pre-registration options available
- 24/7 support, taking the hassle away from you

### STUDENT BROADBAND REBOOTED

We have been supplying fast and reliable internet connections to students for over 15 years. We do this by working closely with the universities and businesses who manage the increasingly sophisticated accommodation needs of today's students.

Our services are built around those needs; the student's desire to be always online, on the move, with multiple devices and high bandwidth demands. Every day, over 80,000 people rely on Keysurf to get them connected.

We design, build and support networks across the entire UK, from the far north of Scotland to the southern tip of Cornwall, and we serve a wide range of property types:

**The largest:** The University of Edinburgh – 8,000 students living in over 100 properties throughout the city all enjoy superfast wireless and wired internet access through our network.

**The fastest:** We have delivered and maintain a site in London with 2,000+ users who are able to subscribe to an ultrafast 1Gbps service delivered over a full fibre network solution.

**The smallest:** We serve individual HMO properties, some as small as a single bed flat, but with the same level of support and care as our larger installations.

## GIVING STUDENTS WHAT THEY WANT

We all know speed is king and students need bandwidth when transferring large files, undertaking detailed research and working to tough deadlines. Students want to stream and upload data for work and leisure and we deliver that capability.

We connect customer sites with dedicated 1Gbps or 10Gbps fibre optic cables depending on their size. This guarantees the speed of internet connection.

We install equipment with the latest Wi-Fi standard – 802.11ac – which delivers the fastest speeds and

supports a larger number of devices than the older, more common standards.

However, speed is only half the story; reliability and security are also crucial. We carefully design our networks using the best equipment and with enough spare capacity to minimise faults and any peak time congestion, so ensuring high speed delivery all day.

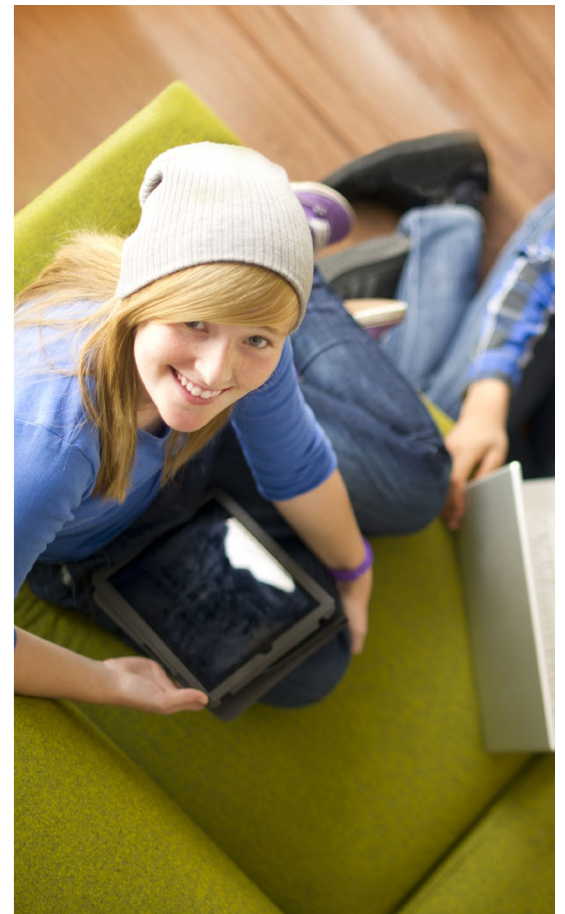
We also operate high specification firewalls within the network to protect everyone from denial of service attacks and the damage they cause.

## *The Mediathub: bringing devices together*

Students own many devices that can all connect and play together - laptops, tablets, smartphones, wireless printers, games consoles, and digital media players.

Our MediaHub creates a secure wireless network that's not shared with anyone else. It's designed specifically for student accommodation to minimise interference with other wireless sources.

With a MediaHub, students get a real home-from-home network experience in the privacy of their own room.



## WE MAKE REGISTRATION EASY

It's an exciting time for new arrivals - they'll want to drop their bags, get online, and start their student life. So we've made the process easy. System registration is completely intuitive for users of laptops, tablets or smartphones. It takes only a few minutes, and if there is a problem, they just call the helpdesk. Simple!

We have a range of language options to help registration for international students, and our pages have been tested and conform to

ISO/IEC 40500:2012 standards, the international standard for web accessibility for users with disabilities.

We can also provide a registration link that you can send out with your accommodation offers and pre-arrival information, enabling users to create their account even before they move in. We love to have students online and are always looking at ways to make that process easier.

## SUPPORTING YOUR STUDENTS

To support students, we have a UK-based customer care team readily available 24 hours a day, 7 days a week, on the telephone, via email, Twitter and Facebook.

The customer care team handles any kind of question, including help with the user's network configuration settings on Windows and macOS, connecting mobiles and games consoles and generally making sure that the connection delivers the internet to any device the student wants.



## WE'LL HELP YOU EVERY STEP OF THE WAY

We work hard to make sure your network is always operating at peak performance. To ensure this, we have automated systems checking connections every minute of every day, 365 days per year. Any problem is flagged to our network operations centre, and if necessary, we can send our own local engineers, strategically located around the country, to the site to deal with any issues.

As a customer, you will be assigned a Service Manager who can update you with regular reports on the performance we are delivering to the students and how it compares to the Service Level Agreement we have with you.

## WORK WITH THE EXPERTS

When you start building or converting your property, Keysurf can assist with the specification and design of the network. Crucially, we will mark up floor plans to indicate where cables need to be run for wireless access points.

A well designed and properly installed Wi-Fi network:

- Ensures optimum wireless coverage
- Reduces maintenance issues
- Simplifies future upgrades
- Reduces costs for everyone over the long term

*Keysurf is designed for the way students use the internet: always connected, on the move, with multiple devices and high bandwidth demands.*

We also keep you informed of developments via your Account Manager.

As well as giving students a great internet experience, we recognise that visitors need access too. We make sure of that with high speed Wi-Fi helping laptop and mobile users who might be battling with poor coverage or being mindful of data allowances.

This way, visitors can experience the kind of service that enhances their view of your properties.

## THE BENEFITS OF KEYSURF STUDENT BROADBAND



### Student internet from a trusted provider

Our service is designed for the way students use the internet - it's fast, reliable, flexible and easy to use.



### The personal touch

Service and Account Managers will provide regular reports against SLAs and keep you informed of the latest developments.



### Hospitality internet options

Visitors using the residences outside term time can get superfast, flexible hotel-like internet.



### No hassle registration

An easy-to-use registration process for all devices and with multiple language options to support international students.



### Fully managed customer solution

We manage the end-to-end connection and are there to support you 24/7. We will do everything to keep the students online.



### 802.11ac Wi-Fi

We develop tailor-made, robust wireless solutions using the latest standards. These deliver great performance for students in all areas of the property.

## Who we are

Keysurf is a long-established UK-based Internet Service Provider with a 15-year record of supplying high capacity, superfast, reliable internet access to businesses and individuals in large multi-tenanted properties.

We provide internet services via managed fibre and wireless networks to university students, military personnel and hospital key workers. We also deliver 100% fibre connections to private individuals and businesses in apartment and office blocks. Whether you are building a new development, or managing an existing one, we can offer your residents and tenants the best internet connectivity there is.

Keysurf understands your need to evolve and adapt to maintain a competitive advantage in your market. That's why we never stand still. We're constantly looking for new ways to use technology to help make your accommodation proposition more interesting, more relevant and more dynamic. If you have an idea about what you want, we want to hear it.



**Talk to us now about how to get the best internet access for you, your properties and your tenants.**

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**keysurf**

Broadband made simple.