



Keycom

B2B



Tenant Offer



Geographic Scope

London

North South East West Central

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

England

NorthW NorthE Yorkshire Midlands East London SouthE SouthW

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

UK

England Wales Scotland Ireland

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
-------------------------------------	-------------------------------------	-------------------------------------	--------------------------

Universal

Urban areas



Rural Areas



Company Summary

Keycom is a specialist Internet Service Provider which has been running for 15 years. They currently supply 65,000 customers across the UK. Keycom are main suppliers to universities', doctors' and nurses' accommodation and military barracks.

<https://www.keycom.co.uk/>

Twitter: @keysurfinternet

Facebook: /keysurfinternet

Contact

Claire Hughes: Claire.Hughes@keycom.co.uk

Summary of Offer

Keycom are wired and wireless broadband suppliers but their specialism is to supply wireless internet services to multiple households which is easier to install. Broadband is supplied on a pay as you go basis so there is no contract and subscribers pay for their usage as and when they need it.



Details of Offer

Offer to Tenant

Keycom will supply wireless broadband to multiple dwelling buildings (eg. sheltered or supported housing):

- Every resident can access the broadband from their property via a wireless network.
- Prices are pay as you go, no contract necessary.
- Example prices are: £5 for a day, £8.00 for a week, £15.00 for a month
- Packages range from 10MB to 30MB speed/bandwidth
- It is not necessary for customers to have a fixed phone line in their home
- Prices will not vary based on the size of the block or number of properties. All subscription prices are variable dependant on bandwidth service however maximum package cost is £16.00/month.
- Payment methods include debit and credit cards and no credit check is necessary as customers pay in advance.
- Keycom provides a 24hour "0300" support telephone line and number per site, and an installation and support leaflet to customers
- A monthly service review is available to the landlord

Business to Business

Housing Associations will need to pay for installation costs in order for the offer to Tenants to be delivered:

- A typical installation will cost between £30-£150 depending on the setup of the site and will usually include 4-6 properties per wireless access point, i.e. a 45 flat block will have seven wireless access points.
- Keycom can also supply wireless connectivity to a small neighbourhood via a wireless mast that they can erect or attach to the top of a tall building
- Because Keycom provide the Internet service through a wireless portal, there is no installation of cables or tampering with existing phone lines into individual properties.
- For Keycom, a 20%-30% take up of service subscriptions on a multi-dwelling building is a reasonable risk, for example in a block of 45 flats.

Added Value

- Keycom can provide a web based communications portal tailored to individual housing associations' needs and branding.
- Keycom can provide hardware based on quantity and bulk buying of the service installation. These could include tablets and PCs, etc. This is early stages and something to explore further.
- Keycom are able to provide monitoring and feedback reports on user registration and usage.

Existing partnerships with CHI members

Housing Association	Summary of partnership	Want to know how it's going?
n/a	n/a	n/a



CHI Opinion

The charging option is very attractive, particularly to housing associations whose residents have struggled to gain access to broadband internet due to financial issues, credit checks or installation costs of fixed telephone lines. Keycom's flexibility in terms of type of network to be installed and around hardware and devices is also attractive.

Keycom's prices for services to customers/residents are higher than other options which seems to be a trade off for their flexibility and low threshold for take up on installing a network into a building.

It was felt that not all housing providers could take advantage of Keycom's offer due to the configuration of their properties, i.e. if properties are dispersed and can't easily be connected via a wireless network. It was therefore felt that the Keycom model would work best for sheltered and supported housing, large blocks of flats and individual/street properties in close proximity.