

## **Free Public Wi-Fi as supplied by Telemat**

### Frequently Asked Questions

1. How does the system work? It works by placing a number of access points at various locations in order to provide a Wi-Fi 'mesh' across a given area, providing seamless Wi-Fi access to end users with a single log on.
2. What are the benefits? As well as benefits to end users, the system helps the town and businesses by capturing log on details (email addresses) in order to take advantage of social media etc to engage with users. Businesses can promote offers through the portal and tailor their promotions. Similarly, the town can promote any events that are taking place.
3. What do the access points look like? Each access point is a white box shaped device, smaller and slimmer than an alarm box, with 4 short antennae fitted to the top and bottom.
4. How are the access points positioned? Normally these will be placed on the outside of buildings and are positioned so that they are within site of other points in order to form the mesh. Ideally they are placed as high up as possible. The box is then connected to an internal power supply and hard wired to an existing broadband router (with unlimited broadband package). If no other option is available, an access point can be mounted internally but this may affect its range.
5. What kind of premise would make a good host for an access point? Access points are normally placed on business premises. Ideally this would be an owner occupier as tenants can often move on and potentially put an access point at risk of being turned off. Where the owner is different to the tenant, the permission of both parties would be sought.
6. What infrastructure is required? The access points require a power supply and a broadband connection (preferably superfast but ordinary broadband will still suffice). If there is no broadband available then the access point can in certain circumstances be used as a 'repeater'. In these circumstances, only a power source is required.
7. Will there be any detrimental affect on my own broadband? It is possible with some broadband systems that there may be some slight noticeable difference in download speeds. With superfast there would be no discernible difference. We can, however, configure the system to protect the broadband requirements of the host, leaving anything remaining for the public system
8. Would the public be able to get access to my own business information if we are sharing broadband? Absolutely not – the public system works independently from any individual business network

9. What will the benefit be to my own business if I host an access point?  
Although there is no guarantee, it is possible that the range of the access point extends internally so your visitors can continue to access free Wi-Fi (dependent upon building structure and layout).
10. What will the cost be to my business if I host an access point?
- Broadband Installation & monthly subscription (recommend superfast) (can use existing)
  - Line rental (can use existing)
  - Electricity (approx. £25 a year per access point) These costs are reduced if infrastructure is already in place so potentially the only ongoing cost above what is existing, would be the electricity costs.
11. How could these costs be offset? Many businesses may be happy to absorb any additional costs but the Town Council offer free advertising on the landing page to those businesses hosting the Wi-Fi devices.
12. What if my building is listed? The planning authorities are open to access points being installed to outside walls or in discreet locations. We will consult with the planning authorities on a case by case basis in order to find a solution suitable to all.

**TO EXPRESS AN INTEREST PLEASE  
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