

SANDY BAY INTERNET - SUMMARY

Sandy Bay Management have decided not to continue with the current Internet provider that has been used until now (Heath Computers). Instead they have decided to switch to a new Internet provider Vfast.

VFast Internet

All new homes will have Vfast installed, and all existing homes have been requested to switch to Vfast. To do this...

1. Ring the Sandy Bay office on 01268 510011 and ask them for the code to switch over to Vfast internet. Tell them your address and they will provide the code.
2. Call Vfast on 01227 668901, tell them you live on Sandy Bay, Canvey Island and that you have been given a code to setup your internet with Vfast.
3. Vfast will take your name and address, plus the code. They can work through setup over the phone with you. You will need to give them your Sort Code and Account Number so that they can setup the direct debit.
4. Once setup, you will be contacted soon after and provided with an install date. An engineer will visit your home to get you up and running.

Things to note with Vfast...

- You will pay the same price you are paying now for your internet with Sandy Bay, at least for the first year. After that it may or may not increase, to bring everyone on to the same pricing.
- You are signing in to a 12 month contract, but there is a 14 day cooling off period should you change your mind. After 12 months it just switches to a 1 month rolling contract.
- The speeds for Vfast internet are likely to be slower than you had with Sandy Bay previously, but it should be sufficient for most users, if you are just connecting your phone, maybe a tablet / PC / Laptop, and watching TV on a streaming service such as Netflix.
- You will have support from Vfast. An engineer may be able visit your home to help with issues further down the line (though you should check to see if there is any cost), and you also have Sandy Bay Management to fall back on if you are not getting anywhere with Vfast.

Alternate Option – Three “5G” Internet

Some residents have decided not to go with Vfast but instead to go with the 5G mobile Network provider Three. Residents should note that with this option there is no setup / install provided and it has nothing to do with Sandy Bay. Residents should be confident that they will be able to setup the router and logon all of their devices if they decide on this option.

1. You can order by phone on 0800 033 8006 or visit their website at <https://www.three.co.uk/broadband/home-broadband>.
2. Use the ‘check coverage’ option to make sure your postcode will receive a good mobile signal for 5G. The Three mast is located outside the park, behind Phase 1, close to the ‘wooden park’. The further you live from the mast, the weaker your signal is likely to be. (One resident at the far side of Phase 2 stated that Three told them they cannot get 5G).
3. Once you sign up you will usually receive your router the following day. Insert the SIM card, plug in the router, and follow the instructions they will provide you.

Things to note with Three “5G”

- There are 2 price plans. The cheapest is £24 per month, with half price for the first 6 months. You will be signing in to a 24 month contract, but there is a 28 day cooling off period. There is another plan which is £28 per month, and this is a rolling 1 month contract so you are not tied in.
- The price of Three “5G” internet will increase by CPI + 3.9% every year in April. So a few years ago when inflation was high, this would have been around a 14% increase. At the current rate this will be around a 6% increase every year.
- The speeds with Three “5G” are likely to be faster than Vfast, but this will depend where you live on the park. Depending on your usage, you may not need the faster speeds.
- You will have support from Three only, as this service has nothing to do with Sandy Bay. You will not get an engineer to visit. You will be reliant on the helpline number and their website.

Final Notes

- You cannot use any other broadband provider such as Sky, Talk Talk, Virgin etc as Sandy Bay do not allow it.
- There may be other mobile providers offering similar to what Three “5G” offer. Vodafone for example also have a mobile “5G” but the network coverage on Sandy Bay may not be sufficient. You may want to research this yourself if you want to find additional options.
- If residents are in any doubt, worried about the setup, unsure what to do, then the Residents Association would suggest using Vfast because this is the official Sandy Bay offering and you will be fully supported with setup.