



10 October 2006

Dear tenant,

### **New Internet Service (Gigastream) at St John's Innovation Centre**

Walter Herriot has advised you that Bridge Partners will be the new internet service provider to all the tenants in the St John's Innovation Centre.

#### **Some of the benefits provided by this new service**

- An immediate reduction in pricing for tenants.
- The abolition of usage charges; there is no metered service which means there will be no extra consumption charges.
- The availability of very high bandwidth internet lines (up to 100 Mbps).
- Significantly reduced set up costs and no cost for moving within the building.
- A commitment to annual price reviews.
- Freedom to change the details of your contract – there are no restrictions beyond the first month.

We feel that we are well qualified to provide a high quality, tailored internet service to you. We are based here at St John's Innovation Centre so we can provide prompt, on-site support; we have a close relationship with the management team here which helps us to understand the aims and needs of our co-tenants and thus provide an optimum service and we already have a direct relationship with a number of tenants.

#### **What will happen and when?**

##### **18 October 2006**

We will send a timetable and a folder containing details about Gigastream: an Order Form, a list of questions and answers, a Price List and Terms and Conditions.

##### **18 October 2006 – 10 November 2006**

You will be asked to complete and return the Order Form so that we can provide you with the new internet service tailored to your needs.

We will provide you with a Contract, a direct debit mandate (which we will ask you to sign and return) and provisioning details to facilitate your ICT planning.

**10 November 2006 – 30 November 2006**

Your business will be converted to Gigastream on an agreed date.

**30 November 2006**

The current internet service will cease and Gigastream will take over.

We are committed to making the transition to Gigastream as seamless as possible, but if anything is unclear or you wish to talk to someone at Bridge Partners directly, please contact Andrew Glover on 1135 or email [gigastream@bridgepartners.co.uk](mailto:gigastream@bridgepartners.co.uk).

Yours sincerely,

**Andrew Glover**  
**Managing Director**  
**Bridge Partners**