

WELCOME TO OUR WINTER 2016 LANDLORD NEWSLETTER

At CTIL, we are working hard to improve the way we engage with all our Landlords. This newsletter is designed to keep you up-to-date with the latest developments in our business and how they will improve our relationships with you.

As we approach the end of 2016 I would like to take the opportunity to let you know about some of the key initiatives CTIL has been working on to improve our relationship with our Landlords. Hopefully you will now have much greater visibility of who we are and understand our role in managing the network on behalf of our shareholders, Vodafone and O2. We are keen to hear from you and our new welcome pack and newsletters are designed to give you all the information you need to talk to us. Copies can be found on the upgraded CTIL Website at www.ctil.co.uk/landlord-documents

We have now held the first of our regional roadshows. An excited team hosted a stand at the Royal Berkshire Show in Newbury and received a great response from Landlords who visited the stand. They were able to talk to us about their concerns and ask us questions about their sites and our plans for future development. More Roadshows are planned for next year and further details follow. We'd be delighted to see you at one of these events.

We have also been working on developing a set of promises that will drive new behaviours from our representatives that you interact with, especially those who visit you on site. We will be rolling this out in the New Year as part of our strategy to improve our relationship with you, our Landlords. We hope this will make CTIL a more outward looking organisation with stronger and deeper relationships that builds trust and confidence in CTIL as your Tenant. These promises will take the form of a pledge card which will be issued to our Landlords and Suppliers and will define the behaviours we are seeking to adopt across CTIL, our Shareholders and suppliers. We will be trialling the pledge card over the first 3 months of 2017 to ensure we have got it right. If you are one of the Landlords included in the trial we would love to hear from you as your views are important to us.



We are also working closely with other industry stakeholders to make the acquisition process quicker, easier and more cost effective for everyone. We recognise that the Telecoms industry can be complicated and confusing and this sometimes generates a degree of mistrust which delays the process for all of us. We are committed to making this simpler and clearer and our new template lease is designed to do just that. It has all already been well received by the Landlord community and is being seen as a step in the right direction.

We believe 2017 will be an exciting year and that these new initiatives will ensure that we are seen as "hassle free Tenants," easy to talk to and living the behaviours we promise to commit to. In the meantime may I take this opportunity on behalf of all the team at CTIL to wish you a happy Christmas and a very happy New Year.

Belinda Fawcett

Property & Estates Director, CTIL

CTIL REACHES OUT TO OUR LANDLORDS

As part of CTIL's wider programme of initiatives to engage with our Landlords and improve your experience, we had a stand at the Royal Berkshire Show over the weekend of 17th & 18th September.

We invited all of our landlords within an 80km radius of the Show to come and enjoy some hospitality, talk to us about their experience hosting CTIL and to learn more about our company, our future plans and ambitions.

A team of more than 20 CTIL staff were on hand over the weekend to talk to landlords, the local community, key stakeholders and the general public.

We welcomed a number of interested visitors and Landlords over the weekend - some of these are pictured. We held a prize draw to win an iPhone and Mr Oliver Dalyn from Overton, Hampshire (pictured), was the lucky winner and we were delighted to visit him at home to present the prize. Our feature wall, charting the history of mobile communications from the first commercial mobile voice call in 1984 right up to the present day proved to be a major talking point. As a bit of fun we also ran an art competition for children which proved enormously popular, and we were proud to give away a number of book tokens over the weekend.

The CTIL team were also delighted to receive a prize from the organising committee for one of the best stands at the show.



CTIL LANDLORDS HELPING COMMUNITIES CONNECT



CTIL's Landlords have a vital role in enabling prosperity and opportunities in their communities which comes from having great mobile connectivity. By partnering with us to install a base station, local possibilities for economic and lifestyle development are enhanced. Nowhere is this more obvious than in areas where the operators have found it a challenge to provide coverage previously

A good example of a community realising the benefit of good mobile connectivity was the village of Boxford, South Suffolk. CTIL worked closely with the mobile operator in their discussions with the local MP, James Cartlidge, who was keen to enable better connectivity within his constituency.

We consulted extensively with other key stakeholders such as the Parish and Ward Councillors, local residents and Council Officials. CTIL also engaged with the MP's senior researcher (who is also a local councillor) to ensure everything was on track for a positive outcome.

As a result of all this good work, planning permission was approved for a 15m monopole on 28th October 2016. Build will commence in early 2017.

A real result that shows that when CTIL, our stakeholders and Landlords work together, we can improve coverage for local communities in areas where operators have previously struggled

CHANGES TO EMF, COMMUNITY AND PLANNING TEAM AND ENQUIRY MANAGEMENT

After a review of how we interact with our Landlords and the communities around our base stations, we are pleased to announce that we have expanded the responsibilities of the existing EMF Unit. The EMF Unit manages relationships with over 400 LPAs and thousands of interfaces with residents, community representatives, MPs, Heritage Bodies, press and other key stakeholders. The EMF Unit will now be called "**Community Relations and EMF Unit**" to reflect CTIL's commitment to always being ready to talk to our Landlords and communities.

As part of this review we have also looked at how we manage some types of correspondence that comes into CTIL, including issues from residents, community groups, MP's enquiries and press quotes. CTIL wants to manage this communication effectively and efficiently through a single point of contact. As such we have developed the **community@ctil.co.uk** inbox which will be managed by CTIL's Community Relations

Manager. If you wish to contact CTIL about issues such as noise from a base station, graffiti on site, community concerns or health concerns please use this e-mail address.



JARGON BUSTER - WHAT DOES IT ACTUALLY DO?

In telecoms we can use lots of jargon and TLAs – (three letter abbreviations) in our communications. We know this can be confusing so we want to try and explain what some of these terms mean and what the various components we install on your property actually do.

So let's start at the beginning, we're all familiar with mobile phones, but why do we actually need mobile phone masts? In essence, a mobile phone is a low powered two way wireless device that sends and receives radio signals. When you make a mobile to mobile call to a friend in Australia, the devices don't talk directly to each other. Instead your mobile connects to your operator's nearest phone mast (via the Radio Access Network, or RAN) that in turn connects to their Mobile Telephone eXchange (the MTX, via the "link" – more on that in a later edition). The UK MTX connects to the relevant Australian MTX,

usually by a number of cables, some of which are under the sea, then via the link to the mobile phone mast nearest your friend's location, then via the RAN to their mobile. All in fractions of seconds – amazing!

So mobile phone masts exist to allow mobile device users to make and receive calls, text and use the internet. An individual mobile phone mast may be designed to improve coverage – the size of the radio foot print; depth of coverage – whether calls can be made indoors or outdoors; capacity – the ability to service all subscriber traffic e.g. multiple calls and data streaming; or signal quality to overcome interference. This all tends to be simply described as "coverage". Without mobile phone masts there's no coverage.

Next time we'll look at the different types of mobile phone masts and begin to break down the various components.

NEED TO CHANGE ACCESS ARRANGEMENTS FOR CHRISTMAS?

Whilst many of us take a well-deserved rest over the Christmas and New Year period, the network never sleeps and our **A(ccess) Team** support our engineering partners in gaining access to fix any faults which impact on the services it provides.

Being able to communicate with friends and family is core to our celebrations and more importantly the Emergency services rely on the network being available throughout Christmas and New Year. Your site is a key part of the network and the ability to access your site correctly, safely and efficiently, in accordance with our agreement is therefore critical. If you need to amend any part of the access arrangements to ensure we can access your site over the festive period please notify the changes to the A Team: **www.ctil.co.uk/site-issues** alternatively call our helpline on **0800 133 7418**.

ELECTRONIC COMMUNICATIONS CODE REFORM

As you may know, the Government is looking to introduce a new Electronic Communications Code (as part of the Digital Economy Bill) to replace the current one. The Government has stated that they want to enable faster connectivity for citizens and businesses and to enable investment in communications infrastructure. If it does become law, the New Code will govern the terms on which operators can access and occupy land including the payment of compensation instead of rent, for the use of that land. We are aware that the New Code is generating a lot of discussion, due to the proposed changes, CTIL will work hard to keep you, our Landlord community, informed of these changes. Look out for further updates in future Newsletters.

The New Code is going through Parliament at the moment, and a decision is awaited as to when it might become law, July 2017 has been suggested as a possible date.

“The purpose of the Bill is to enable access to fast digital communication services for citizens and businesses, to enable investment in digital communications infrastructure, to shape the emerging digital world to the benefit of children, consumers and businesses, and to support the digital transformation of government, enabling the delivery of better public services, world leading research and better statistics” Digital Economy Bill, Explanatory Notes.”

MEET THE A TEAM

The ability to access your site correctly, safely and efficiently, in accordance with our agreement, is critical to its' successful operation. Thank you for your helpful cooperation in this matter.

Hugh Paton, our Access Manager is supported by our very own A Team at Cluttons. Cluttons manage access issues on behalf of CTIL and you can contact the team at: www.ctil.co.uk/site-issues. They manage our access records keeping them up-to-date and ensuring we have the correct contact details, notification periods, access methods and documentation for our partners to access your site. Between them the A Team deal with a phenomenal 16,000 enquiries a year from our partners and site providers!

Sophie Alyward heads the A (for Access) Team, comprising Danny Sherman, Ammi Arora, Aman Grewal, Sophie Ramsden and Jack Spreadborough, supported by Darren Zitren, the Cluttons Partner with responsibility for the service. The A Team are there to help and may contact you to check the details we hold about

you and your property or to resolve any query in relation to your site, which could range from where to collect a key, to safety queries such as where to obtain an asbestos report.

If you need to let us know of any changes to your contact details, such as key holders or who manages access on your behalf, you can contact the A Team at www.ctil.co.uk/site-issues. We are also able to hold site specific documents such as the Risk Assessment Method Statement template, and asbestos certificates that are specific to your site. The A Team can assist if you have concerns about how your site is being accessed or if you would like to review any processes, including safety procedures. Finally if you need to carry out building or other works that may impact the way that we access your site, please contact the A Team at www.ctil.co.uk/site-issues.

You can contact Hugh Paton: hugh.paton@ctil.co.uk on **07584 348455** if you have any questions relating to the A Team itself.

COMPETITION TIME!

In the Summer 2016 newsletter our competition was a word search which generated a good number of responses. The draw was made on our stand at the Berkshire County Show at Newbury and the winner was Mr John Huntley from Leighterton in Gloucestershire who commented that this was “... a very pleasant surprise just before Christmas!”.

The accompanying photograph shows a very pleased Mrs Huntley receiving the prize of £250 of Amazon vouchers from Estates & Operations Manager, Julian Shariff.



THIS QUARTER'S COMPETITION

This quarter's competition is open to all our Landlords with the chance to win £250 of store vouchers. With the festive season upon us this edition competition we would like you to send in a festive photograph.



It can be Friends, Family, Nature, Land or Seascape, Architecture - anything you like really. The photos will be judged on most seasonal.

Please remember to add your Name, Address and Site Number.

We will select the winner in readiness for our first newsletter of 2017, so please ensure your photo is with us by **31st January 2017**.

 **Tweet us: @CTILUK**

 **Email: Competitions@CTIL.co.uk**

Full Terms & Conditions are available by writing to CTIL Landlord Competition, The Exchange, 1330 Parkview, Arlington Business Park, Theale, Reading, Berkshire. RG7 4SA or competition@ctil.co.uk

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