

PE1473/E

Serco NorthLink Ferries Letter of 3 April 2013

Serco NorthLink Ferries Passenger Wi-Fi Upgrade 2013

During public consultation it was identified that even with the access limited to just 2 wi-fi hotspots on each vessel, passenger internet availability on MV Hrossey and MV Hjaltland was seen as a valued part of the overall ferry service; therefore, Serco was committed to enhancing the overall passenger internet access as part of the Autumn 2012 vessel refurbishment.

Serco's answer to this has been to extend wireless access throughout the public areas above the car deck on MV Hrossey and Hjaltland and to install the same system on MV Hamnavoe. At the same time, the data transfer rates have been doubled and are now at the maximum currently available via the satellite system installed on the vessels.

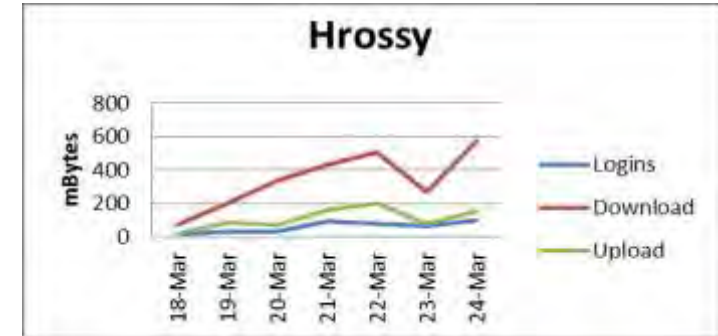
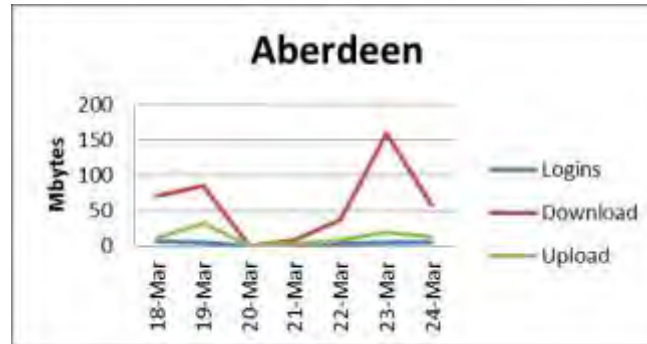
In addition, it was recognised that passengers waiting to board may also wish to have internet access and so Wi-Fi access points have been installed at Aberdeen, Stromness, Scrabster, Hatston and Lerwick supplying broadband services at the local BT Broadband delivery rate.

In summary,

- MV Hrossey, MV Hjaltland passenger Wi-Fi extended to cover all public areas
- MV Hamnavoe passenger Wi-Fi installed to cover all public areas
- Satellite internet download rates increased from 2MB ps to 4MB per second
- Passenger Wi-Fi installed at Aberdeen, Stromness, Scrabster, Hatston and Lerwick
- In general terms internet connectivity is now embedded throughout the passenger fleet allowing of course for exceptions consequential to either extremities of weather or where operational manoeuvring may occasionally outrun satellite track rates.

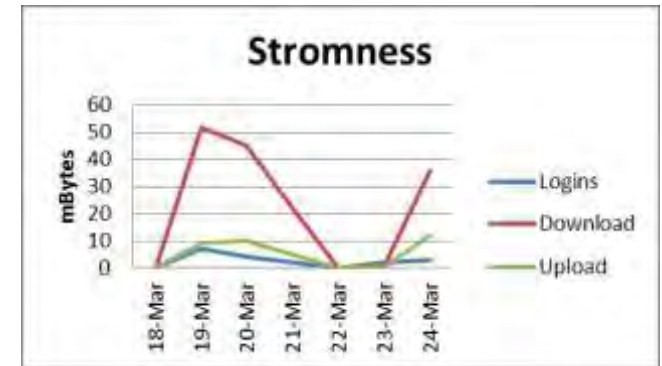
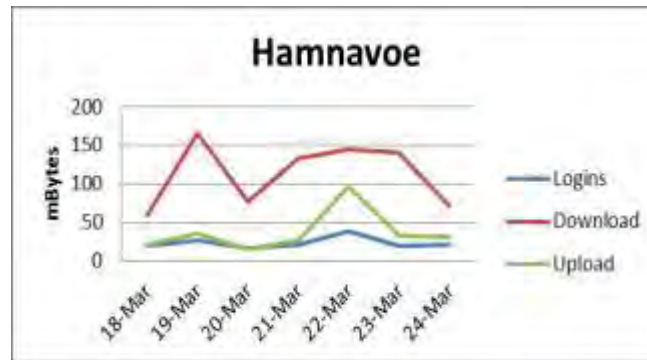
Aberdeen

Date	Logins	Download	Upload
18-Mar	7	70.5	11
19-Mar	5	86	32
20-Mar	0	0	0
21-Mar	2	8	4
22-Mar	4	38	8
23-Mar	6	160	20
24-Mar	6	58	14
Total	30	420.5	89



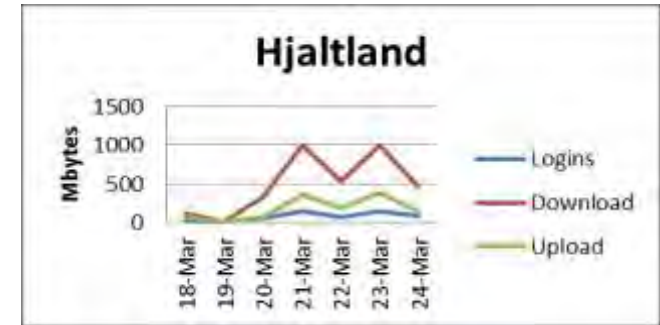
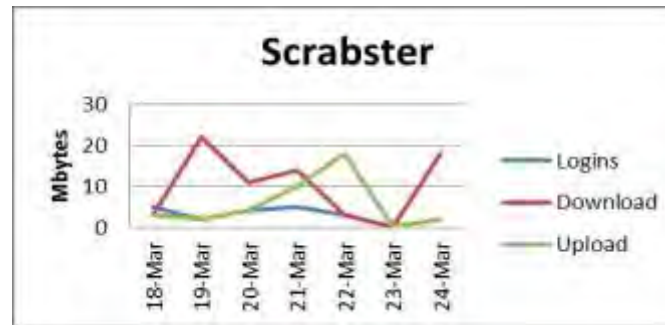
Hrossey

Date	Logins	Download	Upload
18-Mar	19	71	22
19-Mar	31	200	90
20-Mar	33	340	76
21-Mar	92	434	162
22-Mar	79	506	205
23-Mar	68	269	81
24-Mar	102	576	156
Total	424	2396	792



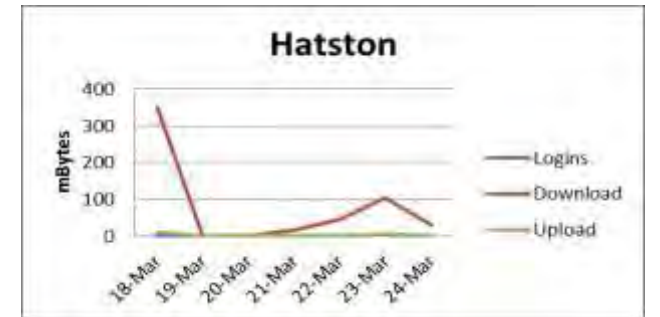
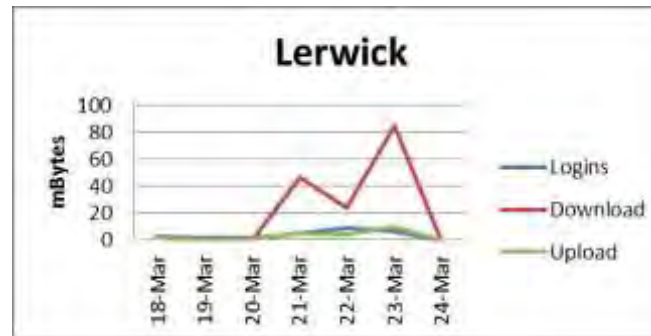
Hamnavoe

Date	Logins	Download	Upload
18-Mar	20	60	21
19-Mar	28	166	36
20-Mar	17	77	15
21-Mar	22	133	28
22-Mar	39	145	96
23-Mar	20	140	33
24-Mar	21	72	31
Total	167	793	260



Stromness

Date	Logins	Download	Upload
18-Mar	0	0	0
19-Mar	7	52	9
20-Mar	4	45	10
21-Mar	2	22	5
22-Mar	0	0	0
23-Mar	2	1	0.5
24-Mar	3	36	12
Total	18	156	36.5



Lerwick

Date	Logins	Download	Upload
18-Mar	2	2	1
19-Mar	1	0	0
20-Mar	1	0	0.5

21-Mar	5	46	5
22-Mar	9	24	4
23-Mar	6	85	10
24-Mar	0	0	0
Total	24	157	20.5

Hatston

Date	Logins	Download	Upload
18-Mar	2	350	12
19-Mar	0	0	0
20-Mar	2	0.5	0.05
21-Mar	1	15	1
22-Mar	2	45	2
23-Mar	3	104	5
24-Mar	1	28	1
Total	11	542.5	21.05

Scrabster

Date	Logins	Download	Upload
18-Mar	5	3	3
19-Mar	2	22	2
20-Mar	4	11	4
21-Mar	5	14	10
22-Mar	3	3	18
23-Mar	0	0	0
24-Mar	2	18	2
Total	21	71	39

Hjaltland

Date	Logins	Download	Upload
18-Mar	18	109	64
19-Mar	0	0	0
20-Mar	54	314	57
21-Mar	138	1000	351
22-Mar	59	530	191
23-Mar	132	1000	387
24-Mar	80	455	132
Total	481	3408	1182