

## **Digital Connectivity at The Depot, Digital Way, Liverpool, L7 9NJ**

The Depot now hosts some of the fastest digital connectivity (40Gbps of Internet) in the region to help supercharge your production while creating a Connected Set.

The high grade and fully resilient connectivity can provide same-day switch on for internet connections, point to point connectivity (to local build spaces and studios) with also the ability to link together Depot #01 and #02 (so they can act as one), or kept alternatively separated by VLAN.

Options also include access to a local fibre loop that connects together a number of other key buildings in the region for content access, control, talkback and daily rushes.that enable tenants to connect up various equipment within seconds.

### **Rate Card (Internet Access or Layer 2 Service)**

We offer a flexible pricing model that is available without long-term commitment and can normally be switched on within 1-2 hours from order. Our prices are based on “dry-hire” (requiring no Baltic engineer to attend the site) (can be added on).

<b><u>Speed</u></b>	<b><u>24 Hours</u></b>	<b><u>Week (7 days)</u></b>
<b>100Mbps</b>	£99.00	£500.00
<b>200Mbps</b>	£150.00	£800.00
<b>500Mbps</b>	£250.00	£1500.00
<b>1 Gbps</b>	£350.00	£2000.00
<b>2 Gbps</b>	£500.00	£3000.00
<b>5 Gbps</b>	£750.00	£4500.00
<b>10 Gbps</b>	£1000.00	£5000.00

*All prices are plus VAT and a £99 booking fee applies for all speeds. All bookings come with 24 hour support and with a 6 hour to fix guaranteed service level agreement.*

## Extra Services

<u>Service</u>	<u>24 Hours</u>	<u>Week</u>
/28 Subnet Allocation	£10.00	£60.00
/27 Subnet Allocation	£20.00	£120.00
On-site Engineer	£700 or £125/hr	£2350.00
WiFi access points	£50.00	£300.00
IP Phones	£20.00	£120.00
Networking Switch	£40.00	£250.00
Laptop hire	£100.00	£600.00

## Order process

1. Visit our dedicated website at <https://balticbroadcast.io/depot/>, contact us to make a booking (confirming the date(s) and speed required) or scan the QR code below
2. Decide on what type of technical setup (options A-C below) that would suit you best and any extra services that may be required, then make a payment with us to secure the booking
3. When the booking starts, plug into the agreed port and begin using the service

**Start Your Booking Now - Scan the QR Code Below:**



## Quick Technical Specification

<b>Installed Speed</b>	40Gbps Upload and Download
<b>Service Lead-time</b>	2-3 hours from request
<b>Interface Connection</b>	< 1Gbps RJ45 Copper or Single Mode Fibre Optic > (1Gbps)
<b>Feed Type</b>	40Gbps Dual Fibre and Microwave Radio connection
<b>Connection Type</b>	Fully natted (Single NAT) or Direct to outside via public IP
<b>Static IP Addresses</b>	Yes, any type by arrangement
<b>Typical Latency Times</b>	Google 10ms, BBC 9ms, Sohonet FileRunner 15ms, Dropbox 8ms, MASV 10ms, PIX 19ms, Aspera 19ms, Signiant 18ms
<b>WiFi Availability</b>	Yes, in Depot #1, #2, Outdoor Tech Parking, Unit Base & Plot C
<b>Tech Support Availability</b>	24 hours/day 365 days per year
<b>Point to Point Locations</b>	Liverpool Film Studios, FACT, Unity Theatre, Circus Liverpool, Liverpool Olympia, Box Studios, Cunard Building, Elevator Studios, Grand Central Hall, Salford Media City
<b>Others</b>	LoRaWAN Internet of Things network enabled (both buildings)

## Technical Options

**Option A** - We provide an internet connection as a **fully natted & fully firewalled** connection (with RFC1918 addressing using /24 on DHCP) that has a shared public IP address without inbound ports capability. *This option suits most applications and requires very little input from the customer as they simply plug-in and a connection is automatically established.*

**Option B** - We provide an internet connection using **public IP addressing** (without any natting or firewall and is direct out to the internet). This service comes with 6x usable IPv4 addresses (/29) that are allocated using DHCP once the customer plugs in, (more can be added at an extra hire cost).

**Option C** - A hybrid option of both options above, or based on custom requirements of the customer (additional charges will apply)

Once a booking is made, our provisioning team will provide a handover certificate that will indicate the port number on our multi service switch for you to plug into, IP addresses issued and any other custom settings.

## Connecting to Other Production Venues

Baltic have connected multiple venues across the Liverpool City region using our fibre optic and radio network that is designed for high speed, high availability and high performance that is ideal for events, concerts, outside broadcasts, film sets, conferences and many more.

All supported venues house a multi-service point that allow customers to simply plug in (with either copper or fibre connections) and be live within minutes. Customers can also choose from different technical configurations according to their needs.

### Supported Venues

Name	Address	Speeds Available	Contact
Liverpool Film Studios	105 Boundary St, Liverpool L5 9YJ	10Gbps	<a href="http://www.liverpool-film-studios.co.uk">www.liverpool-film-studios.co.uk</a>
The Depot (Liverpool Film Office)	Digital Way, Liverpool L7 9NJ	40Gbps	<a href="https://www.liverpoolfilmoffice.tv/the-depot/">https://www.liverpoolfilmoffice.tv/the-depot/</a>
Waterloo Rugby Club	St Anthony's Rd, Blundellsands, Liverpool L23 8TW	10Gbps	<a href="http://www.firwoodwaterloorfcrfu.club">www.firwoodwaterloorfcrfu.club</a>
Unity Theatre	1 Hope Place, Liverpool, L1 9BG	10 Gbps	<a href="http://www.unitytheatreliverpool.co.uk">www.unitytheatreliverpool.co.uk</a>
Epstein Theatre	85 Hanover St, Liverpool L1 3DZ	10 Gbps	<a href="http://www.epsteintheatre.co.uk">www.epsteintheatre.co.uk</a>
Cunard Building	Cunard Building Water St Liverpool, L3 1DS	40 Gbps	<a href="http://www.liverpool.gov.uk">www.liverpool.gov.uk</a>
FACT	88 Wood St, Liverpool, L1 4DQ	10 Gbps	<a href="http://www.fact.co.uk">www.fact.co.uk</a>
Elevator Studios	25-31 Parliament St, Liverpool, L8 5RN	40 Gbps	<a href="http://www.elevatorstudios.com">www.elevatorstudios.com</a>
Queens Dock Business Centre	Queens Dock, Business Centre, 67-83 Norfolk St,	40Gbps	<a href="http://www.safestore.co.uk/self-storage/liverpool-business-centre">www.safestore.co.uk/self-storage/liverpool-business-centre</a>
Box Studios	17 Boundary St, Liverpool, L5 9UB	10 Gbps	0151 908 0120

MET Quarter (Liverpool performing arts academy LMA)	35 Whitechapel, Liverpool, L1 6DA	10 Gbps	<a href="http://www.metquarter.com">www.metquarter.com</a>
Gateway Conference Centre	71-75 London Rd, Liverpool, L3 8HY	10 Gbps	<a href="http://www.thegatewaycentre.org">www.thegatewaycentre.org</a>
Tempest Building	12 Tithebarn St, Liverpool, L2 2DT	40Gbps	<a href="http://www.tempestliverpool.com">www.tempestliverpool.com</a>
MICT (data centre)	34 Norfolk St, Liverpool, L1 0BE	40Gbps	<a href="http://www.mictgold.com">www.mictgold.com</a>
Plot 11 (Unit Base)	William Jessop Way Liverpool, L3 1DJ	1Gbps on demand	<a href="http://www.liverpoolfilmoffice.tv/unit-bases/plot-11">www.liverpoolfilmoffice.tv/unit-bases/plot-11</a>
Sefton Park (Unit Base)	Sefton Park, Liverpool, Merseyside, L17 1AP	1Gbps on demand	<a href="http://www.liverpoolfilmoffice.tv/unit-bases/seftonpark">www.liverpoolfilmoffice.tv/unit-bases/seftonpark</a>
Circus Liverpool	Blackstone Street, Liverpool, L5 9TY	1Gbps on demand	<a href="https://www.circusclub.co.uk/">https://www.circusclub.co.uk/</a>
Liverpool Olympia	West Derby Rd, Liverpool L6 9BY	10Gbps	<a href="https://www.eventim.co.uk/city/liverpool-190/venue/eventim-olympia-18547/">https://www.eventim.co.uk/city/liverpool-190/venue/eventim-olympia-18547/</a>
Grand Central Hall	35 Renshaw Street, Liverpool, L1 2SF	1Gbps on demand	<a href="https://grandcentralhall.com/">https://grandcentralhall.com/</a>

# Frequently Asked Questions

## Commercial Questions

### **What productions have you worked on before?**

Current film and Broadcast experience includes: [ZAP Production Services - Hyundai Motor UK](#), [Warner Bros - Waterloo Road](#), [Twickenham Studios/StudioPOW - Midas Man](#), [2021 Cream Classical on the Waterfront](#), [CBBC So Awkward Series 7](#), [CBBC Summer Social 2018](#), [Cream Classics Liverpool 2018](#), LA Productions, Red Productions, Liverpool Live 24/7, [Handstand films](#), Positive Vibrations, [BBC 6 Music](#), Threshold Festival, Sound City

### **What is the cancellation policy?**

Following on from a completed booking, you can cancel up to 48 hours before the booking start time. A refund of any monies paid will be provided, minus any booking fees which are not refundable.

### **What are the payment terms?**

Payment is in advance and can be paid by BACS, credit card or Direct Debit.

### **Are there any data limits applied?**

No, we don't impose any data limits on any services. In addition to that, we guarantee the speeds for the duration of each booking.

### **Is there a lengthy setup time and or lots of forms and paperwork to complete?**

No, we can normally have you live within a few hours from your call to us. We ask you to complete a simple 3 page contract electronically using DocuSign to confirm the booking.

### **When does the service end?**

The service is automatically disconnected 15 minutes after the booking has been completed. For example, a 24 hour booking starting on your instructed day/time of Monday at 20:00hrs will end on Tuesday at 20:15hrs.

### **What details will you need from us in order to complete a booking?**

The contract is in two sections, the business details section needs your business legal name and address, package required, production title, a company billing contact and PO number (if required) and you need to confirm which Depot that you are using.

On the technical details of the contract, we need the date/time that you need the service live, tech team contacts, confirm preferred technical setup, Preferred WiFi names and passwords, any guest WiFi requirements and decide if you need a Baltic on-site Engineer.

### **What level of support will we have?**

We will provide you with 24hr support that is available 365 days per year from our base within Liverpool City Centre. Once your booking is confirmed, you will be provided with our support details that will contain a dedicated telephone number and email address for our Network Operations Centre who will be on hand to assist you if required.

As part of any booking, we actively monitor your connection during your booking window and ensure that things are operating correctly for you. When making a booking with us, it's important to provide us with the on-site technical contact (OB team, organiser, producer, director of photography etc) so that we can keep in touch with you.

### **We are working on a confidential project, can you sign confidentiality/non-disclosure agreements?**

Yes this is possible, however there will be additional charges to cover our legal costs.

### **What are Layer 2 Links?**

They are point to point links that are a direct network connection between supported locations that can be used for a variety of uses. Once live, it works like a network cable between the chosen venues, offering customers the ability to run their own network on a layer 2 basis. A Layer 2 link is ideal for customers running events, broadcasts etc across multiple venues and would like them linked together. Note : There is no internet connection provided with this service.

## Technical Questions

### **Do we get both wired and wireless connections with this service?**

Yes, you can plug in your hardwired equipment (best for obtaining high speeds and low latency) and or use our pre-installed high performance WiFi system that is available across both Depot's and the outside car parks.

Upon booking, customers can set their own WiFi name (for example to the name of the production) and preferred password and optionally another guest WiFi name if required (to keep production securely separated from guests)

### **Can we run VPN's over the connection?**

Yes, there are no restrictions in place to run VPNs or anything similar of that nature

### **Is the speed contended or upload different from the download?**

No, there is no contention (sharing) of the connection at any point. The speed that we offer is guaranteed for the duration of the booking. Upload and download speeds are the same (synchronous). You are effectively renting a "leased line" for a period of time.

### **What type of presentation is available on the ports**

We support both copper or fibre. Copper can be ideal for speeds up to 1Gbps and is a typical RJ45 port provided in a rack within the venue. POE (power over ethernet) can also be provided free of charge, normally available as 24v (passive POE), 48V (POE+) and 54v. Fibre is used for speeds from 1Gbps to 10Gbps and is normally delivered using single mode fibre. We can provide copper and fibre cables that will connect from the customer service point to your equipment if required, for a small extra fee.

### **Are you available to supply on-site support?**

Yes, we can provide on-site engineering support (using qualified engineers, registered with the Institute of Engineering and Technology) from £125/hr or £700/day

**While at the event, we require connectivity outdoors or at another premises for a short duration, can you offer anything for this?**

Yes, we also offer solutions from a [portable connectivity backpack](#) (that you take to your location) to a flight case style rack (for large events), all can be hired on a daily/weekly basis.

All solutions can also be connected back to your venue (as a Layer 2 service), so you can extend your local network at the venue into the remote location easily. You can read more at <https://balticbroadcast.io/>

## Contacting Baltic Broadcast

### **Contact Phone Numbers**

**Booking Line** : 0151 279 4000

**24hr Support Line** : 0151 279 4001

### **Postal Addresses**

**Liverpool City North (Head Office)**: 15 Gibraltar Row, King Edward Industrial Estate, Liverpool, United Kingdom, L3 7HJ

**Liverpool City South**: Mariners House, Queens Dock Business Centre, Norfolk Street, Liverpool, L1 0BG.

**Email** : [sales@balticbroadcast.io](mailto:sales@balticbroadcast.io)

**Website**: [www.balticbroadcast.io](http://www.balticbroadcast.io)