Academic Services

Exeter IT

Desktop Support

Overview of supported mobile broadband technologies

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1 TABLE OF CONTENTS

2   DOCUMENT HISTORY

2.1   DOCUMENT LOCATION

This document can be accessed from the following location:

\\isad.isadroot.ex.ac.uk\uoe\ps\as\shared\ExeterITPolicies&Procedures\Procedures\DesktopSupportProcedures

2.2   REVISION HISTORY

The latest revision can be found at the top of the list:

Revision Date	Author	Version	Summary of Changes
06-Feb-2013	Nac Datta	1.3	Changed reference to Dell 5560 card and removed outdated links.
01-Dec-2011	Simon Arthur	1.2	Updated tariffs, Latitude D series removed, 3G iPad added
6-Apr-2009	Robert Gerzsany	1.1	Vodafone Expresscard removed
8-May-2008	James Jones	1.0	First Live Version

2.3   APPROVALS

This document requires the following approvals:

Name	Title	Version	Date of approval
Matt Coppell	Desktop Support Team Leader	1.3	15 Feb 2013
Paul Grogan	Incident Response Manager	1.2	20-Jan-2012
Paul Grogan	Desktop Support Team Leader	1.1	9-Apr-2009
Paul Grogan	Desktop Support Team Leader	1.0	20-Jun-2008

2.4   REVIEWS

This document was reviewed at the following dates with no updates required:

Name	Version	Date of Review	Notes

3   BENEFITS OF MOBILE BROADBAND

Mobile broadband supports all online services such as email, Internet, VPN and web browsing wirelessly from almost any location assuming there is mobile phone coverage

All hardware/software/tariffs included in this document are supported by the University's IT department. Tariffs are subject to change.

3.1   LIMITATIONS

Mobile broadband currently has a few limitations. You will need to think over what you will do with your mobile broadband connection and following downsides, before buying a subscription:
Maximum speed is currently advertised between 3.6Mbps and 7.2 Mbps compared to 10Mbps – 100Mbps offered by fixed line broadband.
Mobile broadband speeds may sometimes drop drastically or you cannot connect due to issues like poor coverage, lack of network capacity and extreme data traffic.
The smaller data allowance (1GB – 5GB) and the current expensive monthly tariffs that come with mobile broadband package can be a problem.
The disruption of mobile signal can make mobile broadband unusable for applications that require good latency levels like VoIP.

4   TARIFFS

All the supported products listed must use an appropriate Vodafone SIM card and contract for them to remain supported.

There are various contracts available; typically we suggest the Vodafone Data 30 and Data 250 tariffs. This gives the users 30MB per month and 250MB per month respectively.

A Mobile Broadband tariff which includes 5GB per month is now available from Vodafone which is likely to be the better choice now for heavy users.

Users working abroad regularly should be aware that mobile broadband is not always the cheapest option. The tables below give an overview of the additional charges for using the service abroad (information correct as of 01/2013)

iPhone

	Network	**Teamwork**	**Flexwork**	**Mobile Worker**
Inclusive Minutes	0	Unlimited Vodafone to Vodafone	3000 Cross Network Minutes	150 Cross Network Minutes
Txt Bundle	0	100	100	0
Data	1Gb	1Gb	1Gb	1Gb
Roaming	First 25Mb upto £4.25. Every 25Mb thereafter £4.25	First 25Mb upto £4.25. Every 25Mb thereafter £4.25	First 25Mb upto £4.25. Every 25Mb thereafter £4.25	First 25Mb upto £4.25. Every 25Mb thereafter £4.25
Tethering	£12.77 for 3GB	£12.77 for 3GB	£12.77 for 3GB	£12.77 for 3GB
Additional charges if over limit	Calls 2.7p to landlines 9.5p to other networks £4.25 for 500mb			

Mobile Broadband Dongle

Included data	£18 for 5Gb or £12.77 for 3GB
Additional charges if over limit	£12.77 for each 1Gb
Duration of contract	24 Months

iPad

Included data	£12.50 for 2Gb + 1Gb BT Openzone or £21 for 5Gb + 2Gb BT Openzone
Tethering	£12.77 for 3Gb if necessary
Additional charges if over limit	£12.77 for each 1Gb
Duration of contract	24 Months

For up to date information on tariffs speak to your IT representative

4.1 COVERAGE

Below is a link to the Vodafone coverage map. Please see here for up to date information on voice, data & Wi-Fi hotspots.

http://maps.vodafone.co.uk/coverageviewer/web/

5 SUPPORTED PRODUCTS

Of the two options listed below the first is an add-on product that can enable existing laptops to be upgraded to use Vodafone broadband. The final example listed is for users looking at replacing a laptop and provides an all-in-one solution.

5.1 VODAFONE MOBILE BROADBAND – USB STICK

The Vodafone broadband USB stick is the most flexible broadband solution covered in this document.

Because the device is USB it will work in any modern desktop or laptop so is very versatile. It is totally portable and can be plugged straight into a Windows XP or higher machine with USB.

The device also works with Mac OS X however it needs a CD installation to be run beforehand as it cannot install directly from the USB stick.

Pros

- Simple installation
- Works with both laptops and desktops
- Easy to install/uninstall so can be shared/pooled amongst users
- Hardware is cheap/free depending on tariff

Cons

- Extra hardware to carry
- Easily lost/damaged

5.2 INTERNAL MOBILE BROADBAND FOR DELL LATITUDE E SERIES

In-built broadband offers the ultimate in mobile connectivity. With everything built in to the laptop there are no aerials or cables to get snagged or broken whilst moving around.

The "EMEA Internal Dell Wireless 5560 Card HSDPA+" can be purchased with a Dell laptop, though a SIM would need to be ordered from Vodafone.

It is recommended to order the laptop with this device built in from the Dell website rather than to purchase as a separate item later on.

Pros

- Simple all-in-one solution for user
- No fiddling with the driver for the user
- No extra hardware to lose/break or stick out
- Available for all supported Dell E series laptops
- Stronger signal than datacard/USB
- GPS based location data

Cons

- Higher one-off purchase cost
- Using the device in a different laptop is not a viable option
- Laptop needs to be taken apart in order to install if bought separate