

## Happus

B2B



Tenant



### Geographic Scope

#### London

North South East West Central

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#### England

NorthW NorthE Yorkshire Midlands East London SouthE SouthW

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#### UK

England Wales Scotland Ireland

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#### Universal



### Urban areas



### Rural Areas



### Company Summary

Happus is a limited company registered in Caerphilly, Wales.

It is dedicated to providing affordable hardware (both new and refurbished) and affordable connectivity options.

[www.happus.eu](http://www.happus.eu)

Twitter: [@happus\\_eu](https://twitter.com/happus_eu)

Facebook: [happus\\_eu](https://www.facebook.com/happus_eu)

### Contact

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### Summary of Offer

Happus offers products direct to residents. These include affordable hardware (desktops, laptops, tablets, smartphones) and a new Unlimited Broadband offer of £11.85/month in partnership with TalkTalk and exclusive to social housing tenants.

### Details of Offer

### Offer to Tenant

Affordable hardware includes:

- Tablets from £59 (new), smart phones from £69 (new), desktops from £99 (refurbished), laptops £149 (refurbished)
- 12 months warranty, computers pre-installed with Windows 7, Microsoft Security Essentials and Microsoft Office 2010.
- All devices come with a Return To Base warranty, a set-up guide and telephone support
- Happus works with Credit Unions that have Housing Association partnerships to arrange staged payments

Broadband Offer:

- £11.85 per month for unlimited broadband, including line rental, for 12 months. No other costs involved; no installation charge or router charge.
- 18 month contract (cost will be £20.20 after 12 months) but residents can cancel with no fee after 12 months. Happus will proactively contact all residents at month 9/10 to ask if they want to cancel.
- Methods of payment include direct debit, credit card, cheques
- Credit Check is required
- Service Level Agreement with Housing Association includes a clause requiring HA to inform Happus if they are considering working with another provider, although this is not a complete exclusivity clause.

Pay as you go connectivity

- More flexibility as there is an option of a 30 day rolling contract and no credit check required
- £7.50/month for 1gb data, capped each month. SIM only.
- £11.95/month for 3gb data, capped each month. SIM only.

### Added Value

Reusemypc is a sister company of Happus which recycles redundant IT equipment from companies and individuals, and redeploys these to charities and organisations supporting the digital inclusion agenda.

[www.reusemypc.com](http://www.reusemypc.com)

### Existing partnerships with CHI members

Housing Association	Summary of partnership	Want to know how it's going?
Affinity Sutton	Working with Happus and publicising both the broadband and hardware offers to residents. Affinity has conducted mystery shopping exercises to ensure they are equipped to cope with enquiries from customers with no digital skills.	Martha Lawton: Martha.lawton@affinitysutton.com
L & Q	Happus provided refurbished laptops to participants who completed L&Qs 'Digital 300' digital skills training.	Mark Rowe: mrowe@lqgroup.org.uk

### CHI Review/Opinion

The strength of this offer is in the customer service and experience. It offers the potential for a good balance of value, flexibility and support for Housing Associations that want to advertise a provider's service direct to residents and leave

those residents a choice to take it up or not as they prefer.

The Broadband Offer is a new partnership between Happus and TalkTalk which we feel has great potential because of its broad eligibility; in this way it responds to what the CHI has been asking for. Customers have to be social housing tenants, but importantly, Housing Association partners do not need to prove this through sharing residents data. Happus are keen to promote this to as many social housing residents as possible in 2015.