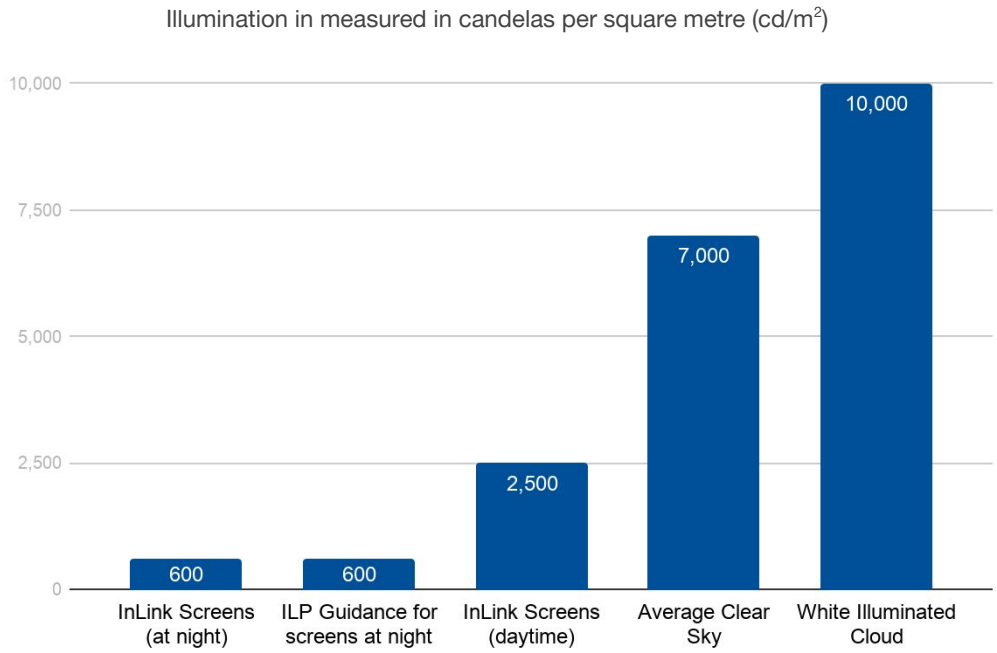
Illumination Management Plan

The InLink digital display screens show a set of static content at intervals of 10 seconds each, allowing it to show both the commercial content that funds the service but also a wide range of local community and council content.

As one of the more prominent features, our objective in terms of illumination is to ensure the operation of the display screens supports each InLink's positive contribution to the local community and nearby streetscene.

Setting illumination levels

The **display screens automatically dim at night to 600cd/m^2** in accordance with the levels set for this type and size of screen (those under 10m^2) by the *Institute of Lighting Professionals, Professional Lighting Guide 05: The Brightness of Illuminated Advertisements*.



This dimming is based on a predetermined schedule of daylight hours which takes into account seasonal changes, ensuring the InLinks remain in harmony with the streetscape throughout the day and minimise disturbance to local residents during the evening hours.

During the day the display screens are illuminated to 2,500cd/m^2 in accordance with standard industry practice as the ILP guidance does not set daytime levels for this type of screen. As shown above, this allows the display screens to remain well below background lighting levels.

Reporting issues

As each InLink is physically inspected at least once a week and are cleaned at least every two weeks, any display screen issues that may occur are likely to be seen and reported to us directly.

Where a member of the public or council officer identifies an issue, there are a range of methods available to make us aware in a timely manner so we can action as appropriate.

These methods include

- Using the 'Report an Issue' function on the interactive InLink tablet
- Sending an email to help@InLinkUK.com with details of the issue
- Contacting the team on social media (Twitter, Facebook, and Instagram)
- Calling the InLinkUK helpline on 0800 3890917 (open 24 hrs 7 days)
- Directly contact a member of the InLinkUK, Primesight, or BT teams (council officers only)

Remote monitoring and management

The teams supporting InLink will be alerted remotely if the technical components responsible for presenting content on the screen has identified an issue.

A level of resolution of issues on these technical components can be conducted remotely - for example, our systems do have the capacity to reset or turn off a display screen that has been reported as or found to be malfunctioning.

On-site management

If a situation requires, a team can be sent to visit an InLink to verify an reported issue and or undertake repairs. The timing of their visit will depend on the nature of any problem, with teams required to attend within hours where public safety may be compromised.

Where necessary, teams would replace malfunctioning elements of a display screen or swap out the entire display screen component section. On rare occasions this may require multiple visits.

Further information

For more information on the InLinks and how they are managed contact hello@inlinkuk.com