

## What happens once Openreach have installed the fibre network?

### Ordering a fibre service

This is the most exciting part of the project, you get to order Full Fibre to the Premises (FTTP). Each of the ISPs will offer their own plan and it will be the ISP who organises Openreach to install the fibre connection to your house / office.

Look out for deals but be aware that many offers may only apply to new customers. However, if you want to stay with your existing ISP then speak to the Customer Service department and they might be able offer you a better deal. NB: Virgin services are not covered by Openreach.

From ordering the service to installation will normally be within three weeks. Your ISP will normally send you all the equipment you require in advance of the date of the installation.

On the day of the installation, the engineers will come and install the router and check the service.

### Land line telephone

If you have an existing landline and want to keep it you have two choices:

- You can keep the telephone service separate on the copper connection, which will mean you have 2 cables running to your house or
- You can include the telephone in your fibre service so only the fibre cable is required. If you choose this option your telephone will come via Voice over Internet Protocol (VOIP). This requires new handsets as your existing will probably not work.

It is worth noting that BT (and others) are discontinuing the supply of landlines over copper, so as fibre expands the first of the two options above may not be available.

You can keep your existing telephone number whether your phone service continues to be delivered via the traditional copper network or through the fibre. Speak to your communications provider for more information.



As part of the Government's Rural Gigabit Connectivity programme, businesses and residents in some of the hardest-to-reach places in the UK are eligible for additional funding towards the cost of installing gigabit-capable broadband. Rural premises with broadband speeds of less than 100Mbps can claim vouchers worth up to £3,500 for each small and medium-sized business (SMEs), and up to £1,500 per residential premise to support the cost of installing new gigabit-capable broadband connections. The vouchers go towards the cost of building the network and cannot be used for any other purpose.

The funding is aimed at rural areas of the country that are yet to be supplied with fibre to property.

Once the build is complete, you will need to order an ultrafast connection for 12 months to qualify for the voucher, this is a stipulation from the Department of Culture, Media and Sport (DCMS). You need to order a speed that doubles your current broadband speed (minimum of 40Mbps). However, you can order from a service provider of your choice, assuming they sell in your area.

Openreach will build an open network, available to Service Providers to sell to you. You cannot check ultrafast prices for your postcode as the Gigabit infrastructure is not in place yet. However, there are many price comparison sites to show indicative costs, see <https://www.boostyourbroadband.com/>. When this scheme was installed in Church Road, the residents found the costs of ultrafast broadband to be minimal extra cost & in some cases actually reduced costs.

We are asking for your support to take advantage of this fantastic scheme and bring a full fibre future to your home or business.

# Help bring Ultrafast Fibre Broadband to Pitstone



Most properties in Pitstone can only access fibre to cabinet broadband.

Help us to get 21st century access, via fibre to the curtilage of your property, for all homes and businesses in Pitstone.

**Register your interest  
by  
30 April 2022**



Pitstone Parish Council, Pitstone Pavilion,  
Marsworth Road, Pitstone, Beds, LU7 9AP.

## Simple Steps to Get Started

### Step 1

We have registered a scheme and Openreach have created a portal for our community.

### Step 2

We need to add details of all the properties in Pitstone that are interested in ultrafast broadband. The higher the volume of registrations from each road/area, the more likely it is that Openreach will be able to install the scheme, so we need as many people as possible to register their interest at this stage or the scheme may not be able to go ahead, or may be restricted to certain geographical areas with enough uptake.

To register your interest, simply visit <https://pitstone.co.uk/pitstone-full-fibre/> and complete the short form.



We just need your postcode, house number or name, telephone number and email address (the latter is so that we can keep in touch with you about next steps and progress).

**Make sure you complete this step by 30 April 2022.**

### Step 3

We will input the details of all the properties that express an interest before 30 April 2022 into our Openreach Community Portal and submit this to Openreach.

Your data will only be shared with Openreach and used to keep you updated with progress of this project. Details of our privacy policy are available at [www.pitstone.co.uk](http://www.pitstone.co.uk).

### Step 4

Openreach will assess if there is enough interest to progress, and contact us to discuss what options might be available and what coverage they might be able to provide.

### Step 5

If a scheme is potentially viable, they will open a further portal and each eligible subscriber will need to register on the Community Fibre Partnership website, to 'pledge' your voucher.

We will use the email address you provided to let you know when Openreach progress to this stage and to provide further details.

## Pledging your Voucher

### What does this mean?

- Each eligible home qualifies for a £1,500 voucher and each eligible business qualifies for a £3,500 voucher (see back page for more information).
- Openreach use the value of all these vouchers to pay for the installation of the scheme. When installed recently for Church Road, the vouchers completely covered the cost and there were no additional charges for residents.
- If you are happy with the proposed scheme, you log onto the website and 'pledge' your voucher to the scheme.
- When you pledge your voucher you have to agree that when your area has been upgraded, you will sign up for ultrafast broadband with a communications provider (ISP) of your choice for a minimum of 12-months and start enjoying the benefits that their ultrafast fibre broadband installation has provided.
- The choice of ISP provider includes BT, TalkTalk and others (see <https://www.thinkbroadband.com/packages/fttp-broadband>).
- You must commit to taking a speed of at least 40mbps or double your current speed. If you have no internet service or your current contract is less than 40mbps then you only have to agree a contract of at least 40mbps.
- The experience of the Church Road residents is that the cost of the ultrafast broadband package is not much greater than, and in some cases it was cheaper than, the broadband package they had before.

## What do Openreach do next?

Openreach will start work on their planning, there are a lot of hoops that they need to jump through (and they are currently experiencing a high level of demand) so it will take time. Openreach estimate that the work will be completed within 12-24 months and it can be very frustrating waiting for responses.

- Openreach will undertake a survey of the area to see if the work is feasible. There is no reason why it should not be, but the survey will be carried out.
- They will then produce a rough estimate of the cost for the work and from this the number of pledges required will be calculated.
- More surveys will be undertaken and a new quotation produced. Under the CFP Openreach scheme, the value of the pledges needs to reach 20% above the quoted price before it can progress (to cover any party failing to comply with the requirements of the scheme).
- Once the pledges reach the required value, work can begin. The work will start with more surveys and inspections to see that Openreach's initial thoughts are correct and if any additional work is required (such as new telegraph poles or underground ducting).
- The next step is the installation. This will be when the engineers start to install pull through ropes and you will see short lengths of blue rope sticking out of the ground near telegraph poles.
- The work to be done by Openreach will provide ultrafast fibre to your curtilage. They do not install the equipment inside the building, nor provide the broadband or telephone services. That means if your telephone / internet cable is by overhead copper wire to your house, then the fibre will arrive in the same manner.
- During this time there may be a number of visits by the Openreach engineers, but eventually they will install and test the system to ensure that it will work.