

Better Broadband For Nottinghamshire



How to order an FTTC service

Fibre to the cabinet, or FTTC, is one of the two ways fibre optic broadband is being delivered to homes and businesses in the UK. Fibre optic or superfast broadband, means a better quality connection, enabling you to do more things online than ever before. Please see below our step by step guide for what to expect when ordering a service.

Step 1 Check if you're covered

Type your postcode for your home/business into

'<https://www.homeandbusiness.openreach.co.uk/fibre-broadband/when-can-i-get-fibre>'

If your result says 'Great news, Superfast fibre is in your area' then you can order a fibre broadband service for your property today.

Step 2 Check your current contract

Before placing an order it is important to take a look at your current broadband contract. Typically, customers sign-up for contracts over a 12 or 18 month period and this agreement may need to conclude before switching your internet service provider (ISP). If you are still within your contract, many broadband companies will facilitate an upgrade to a fibre package without penalty.

Step 3 Research

Please take some time to explore your options and choose the right deal for you. Utilise a comparison website such as '<https://checker.ofcom.org.uk/>', be conscious of offers in your local and national media. When comparing packages it is important to look out for the following:

Speed This should be checked carefully as some broadband packages can restrict your download/upload speeds in return for a cheaper tariff.

Usage Some tariffs will dictate the maximum limit of downloads/uploads per month whereas some packages will provide unlimited usage with no limits.

Contract Check your contract length. It is important to take note of the length of time you will be entering a contract for. Typically it will be for 12, 18 or 24 months.

Calls Many providers will offer a combined package which provides a telephone service alongside your broadband connection. You may be able to save money this way.

Offers There are many incentives on offer from different providers in an effort to get you to sign up to their products. Typical options are discounted introductory deals (6 months half-price line rental etc) or vouchers for high street shopping.

Step 4 Order

Once you have selected your broadband provider you will need to get in touch with them and place the order. This can usually be done via a telephone call or by utilising the live chat facility that many websites now offer. Your chosen provider will then explain what you need to do in order to get up and running. Once the order has been placed, your chosen provider will be able to provide more information regarding your installation process.

Step 5 Enjoy!

Should you require any further information please email: enquiries.broadband@nottscc.gov.uk