

## How to order an FTTC service

Fibre to the Cabinet, or FTTC, is one of 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 the postcode for your home or business into the If the search result says "" then fibre broadband is available for your property.

**Step 2** *Check your current contract.* Before placing an order you should take a look at your current broadband contract, usually customers sign-up for contracts of 12 or 18 months and you may need to complete this agreement before switching Internet Service Providers (ISP for short) If you are still within your contract, most broadband companies will allow you to upgrade to a fibre package.

**Step 3** *Research.* Take some time to explore your options and choose the right deal for you. Check out a comparison website and look out for offers in local and national media. When comparing packages, look out for things like:

Speed Check this carefully as some broadband packages can restrict your download/upload speeds in return for a cheaper tariff.

Usage Check if your package is unlimited or whether you can only download/upload a limited amount each month.

Contract Check your contract length. Depending on your package this means you will be signing up for 12, 18 or 24 months.

Calls Check if you can combine your broadband package with your telephone service – you may save money this way.

Offers There are lots of incentives on offer from broadband companies to sign up to their products. Typically these are discounted introductory periods or vouchers for high street stores.

**Step 4** *Order.* Once you have chosen your broadband provider you will need to get in touch with them to place your order. This can usually be done by telephone or by using the live chat facility found on many websites. Your provider will explain what you need to do to get up and running. Once you have placed an order for fibre broadband, your provider will tell you how and when your broadband will be installed.

**Step 5** Enjoy!