



It's time to check to see if you can switch to fibre broadband.

Speed and availability will vary at individual properties. Not all properties in a postcode will have access at the same time.

What to do next

- 1) Contact your preferred internet provider and ask what fibre broadband packages are available to you
- 2) Select a package that suits you and take out a new contract
- 3) The provider will arrange for your service to be upgraded

[See an A-Z list of internet service providers for homes and businesses](#)

What if they say fibre broadband isn't available for me?

This could happen for two reasons:

Your chosen internet provider is not offering a service in your area

It is possible that they are not yet offering a service in your area, or have chosen not to offer a service in this location at all. If enough people ask them why they are not offering a service then

they may change their plans as a result of high demand.

It is worth checking with another provider if your first choice does not offer you a fibre broadband service.

You can check broadband comparison websites, but it is worth noting that sometimes they are not always up-to-date. For this reason, we recommend you go directly to internet providers websites - it takes longer, but you're more like to get accurate information.

We may be returning to your postcode to do more work

For example, there might be two green roadside cabinets that serve properties in your postcode, and we're bringing fibre to one of them later. It's also possible that we might be returning to your postcode with a different technology.

You will receive another email like this one if we do more work in your postcode area.

What if I already have a standard broadband contract?

Upgrading to fibre broadband with the same provider

Talk to your existing service provider about upgrading with them, they will lead you through the process.

Cancelling your contract to go to a different provider

If you wish to terminate your connection before the end of your contract, you may be liable to pay cancellation fees. These vary depending on which ISP you are with and at what point in your contract you cancel.

Another way to check what's happening at your home.

If you are a confident user you may wish to see the [DSL Availability Checker](#) and input your details.

This is one of the best ways to be clear about what is happening at your property. After you give the

details of your address, you will be shown a table explaining what's available.

Look for a row at the top that's labelled "FTTC" - if that's there, then it means that internet service providers do have the opportunity to offer a fibre broadband service to your premises.

Please do not include a space if you input your phone number.