

Fringford Ultrafast Community Project

Frequently Asked Questions

1. How do I sign-up for the Fringford Scheme

To pledge your Gigabit Voucher go to... <https://www.openreach.com/connectmycommunity>

Please tick the box You have less than 100Mb/s service at present

Please tick the box Your postcode has been identified as being eligible for a further local body top up. Please tick this box if you would like to us to apply for the additional funding to pledge more to this project.

2. How soon to I need to sign-up?

By March 5th

3. Why sign-up For Ultrafast Broadband (FTTP)

This should enable those of us who sign-up to get ultra-speed fibre optic cable installed all the way to our houses. With the proposed full fibre connection speeds of up to 1000Mb/s are possible on the infrastructure although best speed commercially available today is 330Mb/s. In addition to the vastly increased speed a full fibre service will also significantly improve reliability, ending those very annoying short-term service dropouts. With much higher capacity FTTP there is no speed drop-off at peak times or at distance from the cabinet, so we will all benefit from the speed we pay for.

With the ongoing development of homeworking, home learning, streaming services for sport, television and music we think this is an excellent opportunity for Fringford to get ahead of the curve. Families have more and more devices being used at the same time and more services require a good Internet connection such as BT Sport, Netflix, Sky Q, Ring doorbell, Xbox, and Security systems.

Also, there is published research that shows that faster broadband may increase house prices by up to 2%. The second most asked question when viewing a house to buy or rent is - What is the broadband speed? So, you may not require faster broadband right now, but should you ever wish to sell or rent your house a faster broadband will make it more attractive to potential buyers.

4. I already have Fibre why is FTTP different?

When communication providers (CPs) speak of Fibre they can mean either Fibre to the Premise (Full Fibre, FTTP, Fibre to the Home, BT's Ultrafast) or Fibre to the Cabinet (FTTC). Fringford currently has FTTC, (the cabinet is near to the School). Best current speed reported in the village by those close to the cabinet is 80Mb/s.

Full Fibre or FTTP delivers gigabit capable fibre all the way into your home or business. It delivers faster speeds that can be guaranteed, no loss of speed at peak times and no loss of speeds due to distance from the cabinet or exchange. This short video helps to explain the differences: <https://www.youtube.com/watch?v=pxrtKCK570A&feature=youtu.be>

5. What speed can I get from FTTP?

The technology is capable of 1Gbps (1000 Mb/s - Megabits per second). At the moment most service providers are only offering service up to 330 Mb/s. This is expected to change as demand increases.

6. How much more will it cost per month?

It really depends on your current service contract and what kind of speed you go for with FTTP. Those who sign-up will be required to commit to upgrade to a FTTP service for at least 12 months from when the new cabling is in place.

If you currently have a service delivering less than 30Mb/s then you will need to upgrade to 30Mb/s or more. If your current service exceeds 30 Mb/s then you will need to commit to a service that doubles the speed.

Currently Fibre deals start at £22.50 with PlusNet for 36Mb/s, Talk-Talk at £24.00 for 67Mb/s, BT Essential at £26.99 for 50Mb/s and BT at £31.99 for 74Mb/s and BT Full Fibre 100 at £39.99 for 150Mb/s. (Data from U switch on 16/02/2021) The market is very competitive and fast changing. Compare these prices to what you are paying, you might find that it will cost little more for Fibre than you are paying today and possibly even less. It depends on the provider, contract length and any extras you choose.

Websites showing current deals are: (You cannot check Ultrafast prices for Fringford as the Gigabit infrastructure is not in place yet. So, please use postcode **MK182HY**)

<https://www.uswitch.com/broadband/>

<https://www.broadbandchoices.co.uk>

<https://www.homeandbusiness.openreach.co.uk/fibre-%20broadband/ultrafast-broadband/ultrafast-fibre-buy-it-now>

7. What equipment will be provided at the end of the fibre cable?

Just the optical network terminal box (ONT), a bit larger than your current Master Socket. There is a video: <https://www.youtube.com/watch?v=1-6LKAPIEyk>

8. Will I need a new router and if so when do I get it?

When you order a revised service, if needed, this will be sent to you from your Internet Service Provider. There may be a small charge, but it depends on your service provider (e.g., BT Charges £9.99 for delivery)

9. Will Openreach need to enter my home?

Our project will deliver a full fibre solution from the exchange to your property; however, Openreach does not enter your home when they are building the network. The final connection into your property will be done when you place an order with your Service Provider.

10. Will the fibre cable would come into the house underground or overhead?

It follows the current route.

11. Fibre to the Premise will be included in this project for those who pledge their Gigabit Vouchers. If someone wants a connection later – will it be a standard connection charge for them for them or will they incur some extra cost?

Whilst it may be possible for individual households to upgrade to the full fibre system at a later date there is currently no guarantee that this will be feasible or, if it was, that it would still be free of installation costs. It depends on where they are and whether there is capacity. This is not known before the project is finalised.

12. Do I have to use BT?

No, everyone who takes part can choose their own Service Provider for service - details of participating fibre providers that use the Openreach network here - <https://www.openreach.com/fibre-broadband/fttp-providers>

13. I have a current Broadband contract, should I renew it ahead of the FTTC project completion?

You may wish to avoid renewal over the coming months. Most providers will allow you to roll-over your existing contract on a month-by-month basis. Should you wish to stay with your current provider when the FTTC service is available they will let you upgrade your service. BT for example has confirmed this.

14. Would normal voice line come through the same fibre cable or via a copper cable?

Customers can choose if they wish to have a Voice Over IP service or keep a copper line for their voice calls.

15. Why do we need to do a Community Fibre Partnership when the Government have promised a full fibre rollout by 2025?

The Government have announced this but have not specified either how it will be delivered or who will pay for it. This project will deliver in one year from finalisation.

16. Who is involved (roles and definitions)

Fringford Parish Council – Project organisers

Oxfordshire County Council – Local funding body

Department for Media Culture and Sport (DCMS) – Government department funding and organising the Gigabit Voucher scheme

Openreach – FTTP Network infrastructure provider

Service Providers – Companies like BT, Talk-Talk, Virgin Media, PlusNet who will provide your service

17. We have a green fibre cabinet nearby, why can't you just connect into this?

This is fibre to the cabinet (FTTC) and is not capable of supporting a community's FTTP connections. Openreach has separate fibre connection points called nodes with much bigger capacity that they use to deliver fibre to the premises (FTTP).

18. How long does a typical Community Fibre Partnership take?

A Community Fibre Partnership can take up to 1 year to deliver once approved and finalised.

19. Why does it take so long for Openreach to deliver?

Openreach needs to undertake a detailed plan of the village area and build the project into existing work. The work required is a major civil engineering project. They may need to arrange traffic management with the local authority to enable them to work in manholes in the road. They may also need to agree wayleaves.

20. What is defined as a business for the voucher schemes?

A small or medium business must be turning over less than 50million Euros per annum. It can be a limited company, sole trader or charity. It must operate from the premise in the scheme, however if a limited company it can be registered elsewhere.

21. If someone applies for a Voucher as a business (SME) – will they be required to connect to an ISP via a business contract?

No. Small businesses can use residential ISP contracts.

22. I have a business at my address as does my wife and it is our home, can we claim 2 business vouchers and 1 residential voucher?

The scheme only allows one voucher per property.

Please go to <https://gigabitvoucher.culture.gov.uk/> for more background information.

19th February 2021