

Fibre to the Premises (FTTP) deployment trial FAQs

Haydon Wick

February 2016

Questions: Part 1

Openreach Ultrafast fibre network deployment trial – build phase

1. What is Openreach trialing in Haydon Wick?

We're trialing a new engineering method of building a FTTP service, so as we can deliver it to you, faster, closer to your home, and more efficiently than we've been able to previously.

2. What is FTTP?

FTTP is a way of deploying fibre infrastructure, that uses a fibre connection all the way from the telephone exchange, to your home or business premises. It enables service providers to provide Ultrafast broadband speeds of up to 330Mbps.

3. Is FTTP a new technology? Does this trial change how Openreach delivers FTTP?

No it isn't a new technology and we've delivered FTTP to some areas of the UK already. What we're doing in Haydon Wick is trialing a different deployment method of FTTP, to make it quicker and more efficient for our engineers to roll out, and for you to later connect to.

4. When is the trial starting and how long will it last?

We'll start in February and we'll be finished by the end of March. If we're going to take any longer, we'll update our website and this question, to keep you informed.

5. What equipment will I see in my property or street during the network build phase?

Any additional equipment required will be located underground or at the top of a telephone pole.

Via our existing underground duct / pipe that serves your property, we'll push a thin rope through the duct, which will be hidden from sight as an existing cap will close and seal the rope within the duct. When, or if you order a FTTP product via your chosen service provider, after our network is built, this will allow our cable to be fed through the duct (via the rope) and then into your property via a small fibre tube. The end of the duct for your property is normally located by an existing utility box.

6. Will I need to schedule an engineering visit for Openreach to access the duct/pipe on my property as part of the network build?

No. Our engineer does not need to come into your house to complete any work. It'll all be completed outside.

If you choose to order a FTTP product from your chosen service provider, after our network build has finished, an engineering appointment will be required then to complete work inside your house.

7. Why have Openreach selected Haydon Wick for a deployment trial?

We chose Haydon Wick as we've not built our infrastructure network in the area before, and it's a fairly densely populated area suitable for a FTTP service.

8. What disruption will I experience whilst Openreach are building an Ultrafast fibre network in Haydon Wick?

In order to build a network, our engineers will be working in your street and on your property. And they'll be parking their vehicles in the area. We're sorry if this causes any inconvenience, but we're confident you'll agree it'll be worth it to get faster broadband speeds via FTTP in the near future.

Please see question 5 above for further details regarding works on your property.

9. Why do Openreach want to complete work on my property?

Building our network up to your property will speed up the ordering and delivery of a FTTP broadband service via your chosen service provider after we've finished putting the infrastructure in place.

10. How will I benefit from an Ultrafast network?

Once our Ultrafast network infrastructure is in place, service providers have the ability to utilise it to provide you with speeds of up to 330Mbps.

11. Will Openreach remove the infrastructure as its part of a trial deployment?

No. The fibre technology is a long term investment by Openreach to be used by service providers to supply Ultrafast broadband speeds to residents of Haydon Wick.

12. How big will the Ultrafast fibre network be in Haydon Wick?

Our network build will serve the following addresses;

Ariadne Road, Boatman Close, Clementine Road, Mayfly Road, Metis Road, Minnow Close, Ulysses Road and Voyager Drive.

13. Do I need to be present when Openreach engineers are working on my property?

No you don't have to be there, but it's not a problem if you are. We'll access the existing duct that runs underground on your property, without having to access your house. Our engineer will knock on your door to let you know they'll be working outside. If you're not home they'll get on with the work just the same.

14. How long will it take to complete the work on my property?

We estimate it will take approximately half a day.

15. What if I don't want Openreach engineers to access the grounds of my property to build the Ultrafast network?

That's ok. If you don't want us to build the network up to your property you can tell our engineer when they knock your door to let you know they're going to start work on the day. Or e-mail us in advance at ultrafast@openreach.co.uk

16. How long will it take Openreach to build the Ultrafast network in my area?

We'll start in February and we'll be finished by the end of March. If we're going to take any longer, we'll update our website and this question, to keep you informed.

17. What happens if I don't complete the online form to 'opt-out' of any work being done on my property?

If you didn't complete the online form that was available until midnight 24 February 2016, we'll go ahead with the work on your property as planned.

If you've missed the deadline to complete the opt-out online but and aren't able to contact an Openreach engineer working in the area, please e-mail us at; ultrafast@openreach.co.uk and we'll get back to you.

18. What happens if I 'opt-out' now and later decide I would like to have Ultrafast broadband when Openreach is finished building the fibre network?

You'll still be able to get connected to Ultrafast services, but it'll take longer as your chosen service provider will have to arrange for extra engineering work to be carried out that we would have completed during our build. So, if you think you'd like Ultrafast broadband speeds in the future, then best not to 'opt-out' now.

19. What happens if an Openreach engineer damages my property whilst working on it?

We'll take every precaution not to damage your property. In the unlikely event that we do, please get in touch with us at ultrafast@openreach.co.uk as we have a damage policy in place that will apply.

20. I do not have a front garden, as it's concreted along with my driveway – will this impact the work you need to do to access my property?

No, as we should still be able to access our existing underground duct / pipe that serves your property. The end of the duct near your property is normally located by an existing utility box. We'll access the duct via the street / road or avenue your property is located in, as well as the end of the duct within your grounds.

21. Will this work by Openreach to build an Ultrafast network up to my property be provided free of charge?

The building of our network in your area (including the work on your property) is free of charge. Please refer to your chosen service provider for costs referring to the Ultrafast connection and

services thereafter.

22. Is there someone I can talk to about this?

If your query isn't answered in this FAQ document, or on our website, you can get in touch with us by e-mailing ultrafast@openreach.co.uk

23. Will my current telephone line(s) and broadband service be affected if I have the network built up to my property?

No. Your existing telephone line(s) and broadband services will be unaffected.

24. What feedback will be expected from me during the trial?

We don't require feedback during the trial as it's a deployment trial for our engineers. If you would like to discuss anything that you see going on in the area, you can contact us by emailing ultrafast@openreach.co.uk

Questions: Part 2

Ordering FTTP after Openreach has finished building the Ultrafast network – connect phase

25. What speeds could I expect to get if I buy FTTP from a service provider after Openreach build the network?

Via your chosen service provider, a range of speeds will be available:

Download speeds Mbps	Upload speeds Mbps
40	10
80	20
220	20
330	30

26. When will I be able to order a FTTP broadband service and who will I be able to order it through?

You'll need to speak to your existing service provider, the company you pay your phone and/or broadband bill to, and they'll be able to advise what products they can offer. FTTP is sold by multiple service providers.

27. Will I need to replace my existing router or broadband services if I want FTTP?

Should you choose to buy FTTP post our network infrastructure being in place, your chosen service provider, will let you know if you need to update your router and existing services.

28. What Openreach equipment will I need in my home if I order a FTTP service from my chosen service provider?

- A small Optical Network Termination (ONT) device to connect the fibre inside your home (see image below)
- A small Battery Back Up (BBU) used in case of power cuts to support the service for five hours



