

openreach



Getting gigabit fibre into your apartment building

A step by step guide for landlords and managing agents

Step 1 Make an application

Once we've received your application we'll check you're in a fibre enabled area and confirm we have all the information we need from you. If the contact details on your application change do let us know, as we'll be using these to keep in touch.

One of our team will get in touch and arrange a date and time to come to your building and complete the survey we'll need to understand the fibre solution that's right for you.

Step 2 Survey & wayleave

On the day of the survey it's important to make sure that there is someone at the building who has full access so that the survey is completed problem free. Looking at your application will give us a better idea of how long we think the survey might take, but it won't take more than a day and could be as short as an hour.

After the survey has been completed we'll produce a proposal pack for you explaining the work we'd need to do to bring full fibre to your building, and a date when we could start and when we expect to finish.

When you're happy with the proposal we'll ask you to sign a wayleave to give us permission to install the fibre.

A guide to the equipment

There are three main pieces of equipment we'll be using to install fibre into your building:

Splitter box

This small box is where the fibre from the street gets split into multiple cables, to give us the capacity we need to fibre your whole building. Most boxes are smaller than an A4 letter so should be fitted easily in your communications area.

Cables

We'll mostly be using fibre fitted with a plug and play style connection system to get your building connected quickly. We also use an extremely thin fibre cable designed to protect the look of your building and remove the need for annoying drilling work.

Step 3

Installing the fibre

Our engineers will bring the fibre from the street into your building and into the public areas of your building. This will minimise disruption as we only install equipment in resident's homes or business if they decide to take up a fibre service.

We'll provide posters that you can put up in your lobby and leaflets that can be given to your residents to explain why Openreach is on site, the benefits of ultrafast broadband, and how to order a service once we've finished the work.

Step 4

Ordering ultrafast broadband

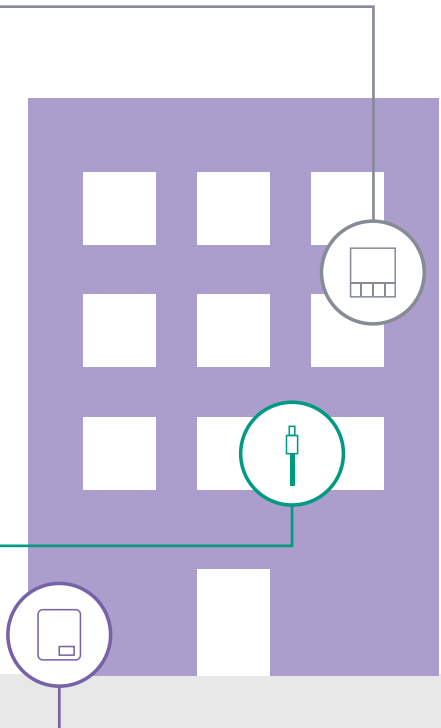
Once all the fibre is installed we'll light it up and test it, then your tenants will be ready to order an ultrafast fibre broadband service.

We offer open access to a range of communications providers so your tenants can choose the one that suits them best. We list all the communications providers offering service on our website:

www.openreach.co.uk/buyultrafast

Riser boxes

We'll fit one or more riser boxes on each floor that splits out the cable needed to run the fibre into each home or business. These boxes feature the same plug and play technology as our cables, meaning a quick and easy job whenever a tenant chooses to take up a fibre service.



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Openreach is Britain's digital network business. We connect homes, mobile phone masts, schools, shops, banks, hospitals, libraries, broadcasters, governments and businesses – large and small – to the world.

www.openreach.co.uk

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