

openreach



## Welcome to your ultrafast home

We've installed fibre infrastructure to future proof your building. It's capable of ultrafast speeds of up to 1Gbps so everyone in your home could use high speed broadband, all at the same time.

### Fast speeds – always

Your building has a fibre link running all the way from your local telephone exchange and there are no street cabinets, meaning you will have reliable and constant speeds no matter how far the data has to

travel. Depending on the package you purchase from your communications provider, our fibre is capable of carrying massive amounts of information as pulses of light and that's why ultrafast broadband is so fast.



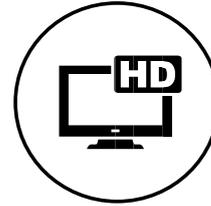
### Phone service

Your fibre broadband can carry your phone calls, even if you lose power for up to an hour you'll still be able to make emergency calls.



### Ultrafast broadband

Get access to high speed internet, for video calling, home working, in fact all **your internet needs**.



### Media & Movies

**Stream 4K movies to your TV**, watch catch-up services, like BBC iPlayer and access YouTube video channels, live events and more. At 300Mbps a two hour HD film takes only 90 seconds to download.

## Do everything at the same time

Whatever you're into, fibre will make it quicker and easier. For instance at speeds of 1Gbps you can download a two hour 4K definition film in 15 minutes. But let's be clear: it isn't just about doing one thing online much faster. It's about everyone in the home being able to do their own thing online all at the same time. Check the broadband package offered by your communications provider,

as you may be able to enjoy:

### Virtual storage

Store photos, documents, music and videos online – in the cloud – rather than on the computer at home.

### Video calling

Fibre opens up the world of HD video calling – include friends and family around the world and get together for a chat.

### Online multiplayer gaming

Faster upload speeds mean budding games players can share the experience by talking and exchanging video with other players.

### Working from home

Whether you work from home full-time, part-time or just now and again, you'll be able to work as effectively as you would in the office.

### Home media hub

Access everything you need – telephone, TV, internet radio, videos, photos and files – whether you're in the home, visiting friends **or off on holiday**.

### Video on demand

4K, Stream HD or 3D movies to your TV, watch catch-up services, like BBC iPlayer and access YouTube video channels, online photo albums, live events and personalised **radio stations**.

### Social networking

User generated content (UGC) is the next big thing online, and upload speeds with an

ultrafast service makes sharing quick and easy.

## Let's get started with your order

To get started you just need to select your communications provider, the speed and package that's right for you, and get them to start your service. Please note that not all communications providers offer an ultrafast broadband product.

The list of communications providers offering an FTTP service is regularly being updated, so click the link below to see the current list of providers with an ultrafast product.

[www.openreach.co.uk/buyultrafast](http://www.openreach.co.uk/buyultrafast)

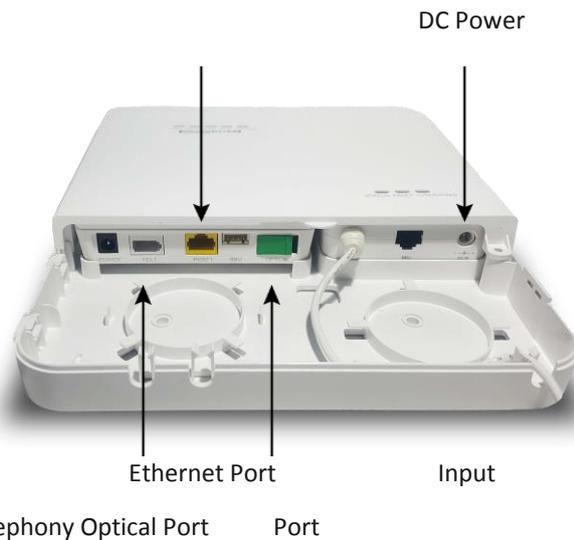
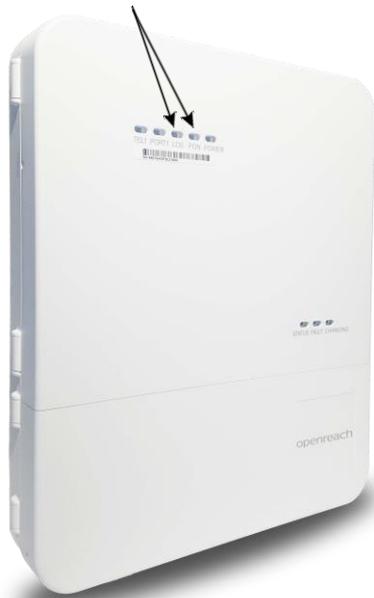
Once your communications provider's router arrives all you need to do is plug in the router and follow the instructions that they send you.

## Your telephone and broadband connections

Your Openreach equipment will look similar to the kit in the pictures below. The Openreach engineer will have already plugged in our fibre cable and the power supply. To complete the set-up, just follow the instructions provided by your communications provider.

Typically, if you're connecting a telephone, you will need to plug your phone into a telephone port on the Openreach equipment (see below). For broadband, connect your communications provider's router or wireless hub to the Ethernet ports, normally port 1. Your communications provider should have supplied you with the set-up details for their devices.

PON and LOS  
lights are  
useful for fault  
finding



## If something isn't

## working

When you first come to use your broadband take a look at the lights on our equipment. If the Passive Optical Network (PON) light is solid green and the Loss of Service (LOS) light is off, then you are good to go.

But if the PON light is off or flashing green – or if the LOS light is red – then there is likely to be an issue with the network. If you face this problem, please contact your communications provider. They are best placed to run all the tests needed to diagnose and resolve your problem as quickly as possible.

If necessary, they will contact us. Before contacting your communications provider, there are a few simple checks you can perform yourself which might resolve the problem sooner:

### **Check your phones/handsets aren't faulty:**

Test each phone by unplugging them and reconnecting them one at a time – making sure to check the line each time.

### **If using Wi-Fi, check your connection is working correctly:**

Have you got another device you can test **this from?**

### **Check any equipment that's connected to your telephone line:**

This may include routers, televisions, set top boxes, modem, faxes, alarms and auto diallers (such as care systems).

### **To find more about ultrafast broadband visit: [www.openreach.co.uk/ultrafast](http://www.openreach.co.uk/ultrafast)**

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](http://www.openreach.co.uk)

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**Make sure all the cables are correctly connected and haven't become loose.**

**Check that you have power to your equipment:**

Such as your Openreach equipment and communications provider router, and that it is switched on.

**Restart your broadband equipment:**

Turn the power off and on again, allowing sufficient time for your equipment to power up.

**If you own a smartphone with internet access, use our Network Status Checker:**

See if we already know about a problem in your area that might be affecting your phone or broadband service.

You can find this at:

[www.openreach.co.uk/networkstatus](http://www.openreach.co.uk/networkstatus)