

How to Order Fibre-To-The-Premise (FTTP)

Fibre-to-the-Premise provides a fibre optic connection all the way from the telephone exchange to your premise, whereas traditional fibre broadband (Fibre-to-the-Cabinet FTTC) is a fibre connection to your local on-street cabinet, then a copper connection from the cabinet to your property. FTTP's end-to-end fibre connection offers higher speed capability for both download and upload and improves the stability of your internet connection.

If you're in an FTTP enabled area, you can benefit from connection speeds up to 1000Mbps (1 Gigabit). However, not all Internet Service Providers (ISPs) will offer the service so you might be informed by your current provider that it is not available. In the event that your ISP does not offer the service, you will need to consider changing ISP if you wish to access the increased speeds. FTTP is still a relatively new technology in the UK and there are a few differences in the customer journey when ordering fibre broadband.

How is FTTP installed?

Installation of an FTTP service requires an engineer visit to your property and depending on local conditions, can be usually completed in one or occasionally two stages.

How long does the installation take?

FTTP installations are more complex than traditional broadband installations, therefore lead times to completion vary. Your ISP will provide you with appointment dates in advance.

Step 1 – Place an order

When placing an order with your chosen ISP, they will provide you with a date when an engineer will visit to do a survey (to establish the most cost-effective way of bringing the fibre from the roadside into the property), should one be necessary. Please note that the list of suppliers is constantly changing. This is a current list of suppliers that the council is aware provide FTTP services on the Openreach Network:

Residential Service Providers

Andrews & Arnold Ltd www.aa.net.uk

Aquiss www.aquiss.net

BT www.bt.com

Cerberus Networks www.cerberusnetworks.co.uk

Fibre Net www.fibre.net

Giganet Home www.giga.net.uk

Orbitalnet www.orbital.net

Pine Media www.pinemedia.net

Spectrum Internet www.spectruminternet.com

Structured Communications www.structuredcommunications.co.uk

Syscomm www.syscomm.co.uk

Talk Talk www.talktalk.co.uk

Uno www.uno.uk

Vodafone www.vodafone.co.uk

Zen www.zen.co.uk

Business Service Providers

Andrews & Arnold Ltd www.aa.net.uk
Amvia www.amvia.co.uk
Aquiss www.aquiss.net
Beaming www.beaming.co.uk
BT www.bt.com
Cerberus Networks www.cerberusnetworks.co.uk
Claranet www.claranet.co.uk
Digital Wholesale Solutions www.digitalwholesalesolutions.com
Fastnet www.fastnet.co.uk
Fibre Net www.fibre.net
Fluidata www.fluidone.com
Gamma www.gamma.co.uk
Giganet www.giga.net.uk
Gradwell www.gradwell.com
HighNet telecoms www.highnet.com
IDNet www.idnet.net
KCOM <https://business.kcom.com>
Lily www.lilycomms.co.uk
Link Connect www.link-connect.com
OptaNet www.optanet.com
Orbitalnet www.orbital.net
Pine Media www.pinemedia.net
Sempervox www.sempervox.net
Spectrum Internet www.spectruminternet.com
Spitfire www.spitfire.co.uk
Structured Communications www.structuredcommunications.co.uk
SureVoIP www.surevoip.co.uk
Syscomm www.syscomm.co.uk
Talk Talk www.talktalkbusiness.co.uk
Uno www.uno.uk
Zen www.zen.co.uk

You can also check further at: www.openreach.com/fibre-broadband/ftp-providers

Please note:

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When you have decided which service provider and placed your order, the steps below will all be managed by your selected provider.

Step 2 – Survey

In the early stages of an order, a site survey may be required to assess what work needs to be done to install the fibre connection. This is to investigate what work needs to be carried out to provide you with a FTTP service. It is important to note, that no work will be carried out without your permission and you agreeing to any costs that may be associated with this, for which you are liable. In some cases, additional works may be required to bring the fibre cable into your premises. Your attendance on the appointment date is required.

Step 3 – Engineer Appointment(s)

Fibre optic cable is run via underground ducts or telegraph poles to your property and connected to a small box (known as a customer splice point, or CSP) on the external wall. The box will be installed at a height that can be worked on from ground level. This can be classed as the external appointment and you may be advised that you do not need to be in attendance for this appointment. However, experience has shown that it is advisable to be in attendance as access may be required; otherwise the work cannot be completed.

A second appointment is needed to then perform some work inside the property to install the fibre connection point. This is known as the Optical Network Termination unit or ONT. This unit also has a battery back-up capability and requires power (at least one double power socket is required).

Neither the ONT nor the battery back-up unit can be moved after installation. To enable the engineer to have access to your property, your attendance on internal appointment day is required. The router which connects to the ONT and provides onward connectivity to the property with ethernet cabling of wi-fi is issued by your ISP.

Please note:

There may be a short interruption to your telephone service during this work. Also, if you have an alarm on your phone line, please let your provider know that your line may go down for a few minutes, which could trigger a false alarm on any security system linked to your telephone line.

Any Feedback?

The Digital Infrastructure Team at Oxfordshire County Council is keen to hear your experience of ordering Fibre-to-the-Premise from your preferred Internet Service Provider.

Contact us:

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