

# Superfast Fibre Broadband

## Superfast broadband is now available in Cornworthy

I've put together this guide to help answer some questions about the new service.

### Will my existing broadband speed increase automatically when Superfast broadband is enabled?

Unfortunately, the answer to this is no. Your existing broadband (ADSL) is delivered through copper cables which run from the telephone exchange at Painsford to your home. Unless you upgrade to Superfast Fibre broadband, the current ADSL connection will remain in place and continue to deliver the same speed and degree of reliability you're familiar with.

### Will they install the fibre cable into my house?

This isn't necessary with Superfast Fibre broadband. The way Fibre to the Cabinet (FTTC) works is by running a fibre optic cable from the telephone exchange to green street cabinets – in effect, bringing the exchange to within a few kilometres of your house.

The street cabinet for Tuckenhay and Ashprington is located at Bow Bridge and the cabinet for Cornworthy is at the end of Priory View. It is situated next to the old Primary Connection Point (PCP) green box.

When you arrange to switch from ADSL to FTTC an engineer will visit the PCP and wire your connection differently; taking your copper wire so that it connects with the new FTTC cabinet. The telephone part remains untouched.

Some Internet service providers (ISPs) are supplying special Microfilters so that FTTC can be installed without the need for an engineer to visit your home. However, it is better if new style BT faceplates are used. They provide improved filtering and last longer. The Faceplate looks similar to this.



Something else to consider: Your modem/router should be positioned as close to the BT wall socket as possible. A telephone engineer can extend the cable at extra cost. If your PC is in another room, one solution is to use Cat5e or Cat6 Ethernet cables from modem/router to PC, otherwise use Powerline adaptors. Some Powerline adaptors include Wi-Fi access points and these are the best choice to extend Wi-Fi throughout the house. Wi-Fi boosters are not recommended

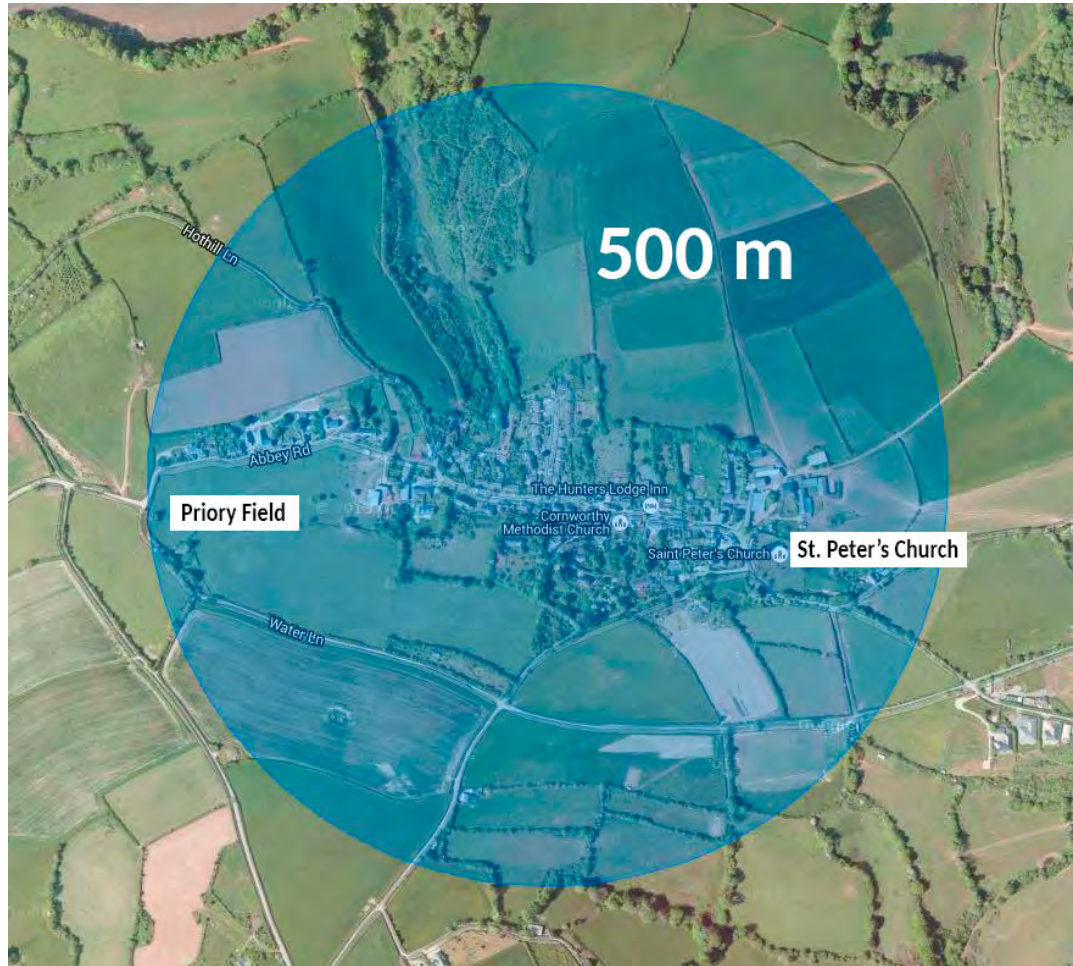
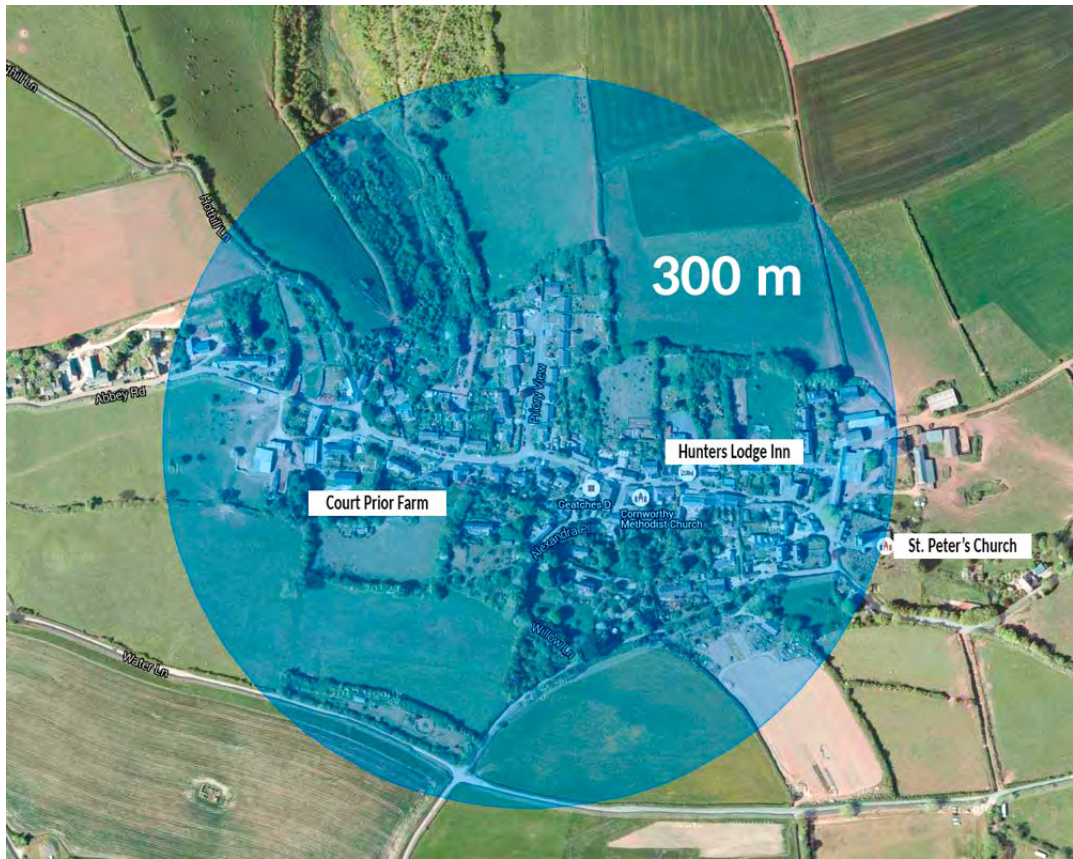
It is also advisable to use a better quality cable than the one provided between the modem/router and wall socket.

### How fast is Superfast?

This, much like your current ADSL, depends on how far your property is from the street side cabinet.

If you are within 300m of the cabinet it is possible to achieve the fastest download speeds of 80Mbps. This isn't guaranteed because there remains copper wiring between your property and the cabinet; this can introduce interference on the line. The "noisier" the line, the slower your speed. Entering your details into one of the availability checkers provided by any ISP will give an estimate of the maximum speed available.

At 500m the maximum speed you might expect is 60Mbps and at 1km, about 28Mbps. The technology can theoretically deliver a broadband connection up to 3km from the street cabinet – the speed would be around 8.7Mbps.



## What speed do I choose?

Not all Internet Service Providers are equal in the speeds they offer for FTTC. There are typically two maximum download speeds advertised – up to 76Mbps and up to 38Mbps (Mbps – Megabits per second). Most people will only require up to 38Mbps; this speed is ample for streaming high definition television and films from a service such as Netflix or BBC iPlayer. If your property is too far from the street cabinet you won't be given the option of "up to 76Mbps".

One important thing to consider is upload speed, especially if you send photos or video via email attachments, and if you make video calls with Skype or Facetime. Using online file storage such as iCloud, Google Drive, Dropbox and One Drive will be considerably quicker and online backup services such as those from Carbonite or Mozy will perform more effectively with faster upload speeds.

FTTC upload speeds can be up to 19Mbps with the 76Mbps packages or up to 9.5Mbps with the 38Mbps packages.

Many ISPs make information about upload speed much less visible; in fact I've struggled to find any information on the BT website about their upload speeds. [Cable.co.uk](http://Cable.co.uk) has a handy comparison chart on [this page](#). BT are said to offer the maximum upload speed for the package chosen. However, for example, Plusnet provide up to 19Mbps on their faster package but only up to 1.9Mbps on their 38Mbps package.

## How do I get Superfast Fibre broadband?

First, you will need to decide which Internet Service Provider you would like to provide your Superfast broadband. Unless you are tied into a contract this can be a good time to switch to a different company as you're likely to experience some service disruption even if you stay with your current provider. Simply visit the website of your chosen ISP, enter your details and choose the package which is best for you. Alternatively, log into your existing account and select the option to change/upgrade your broadband product.

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