

# East Horsley Gigabit-capable Broadband

## The Process from Pledge to Service Availability

*This summary is East Horsley Parish Council's understanding of the process from pledging to gigabit-capable broadband being available, following discussions with Openreach.*

Gigabit-capable broadband is delivered using a completely new Fibre To The Premises (FTTP) infrastructure. Openreach has planned and costed an FTTP project for the Parish of East Horsley covering 1,700 telephone addresses in 72 roads currently without FTTP. It can be fully funded by internet users pledging government vouchers available to homes and businesses under the Gigabit Broadband Voucher Scheme.

Openreach has asked the Department of Digital, Culture, Media and Sport (DCMS) to approve, in principle, the issue of sufficient vouchers to cover all homes and businesses which apply.

Assuming DCMS gives approval for the scheme, Openreach will make available a pledge portal on its website, aimed at collecting your pledges to meet its target figure. Once DCMS approval is obtained, the Parish Council will communicate with you via broadband road leads, and by posters and social media, that the pledge portal is open and how to access it.

Residential and business users are asked to visit the pledge portal, enter their postcode, locate their address, provide their contact details and pledge to take a voucher with its associated terms and conditions. When the pledge target is met, Openreach will advise DCMS that it will go ahead with the project. Without sufficient pledges the project will be terminated and the following will not take place.

DCMS will email those who pledged, asking you to respond within 28 days, agreeing to the terms and conditions and to confirm that Openreach may accept a voucher on your behalf. We are advised that there is no penalty for failure to agree, but your voucher may be cancelled after the given time elapses.

Assuming enough of us (approximately one third) pledge our vouchers to cover the FTTP installation cost, Openreach will add our project to its works schedule for estimated completion in 8-10 months.

Openreach will install an entirely new fibre infrastructure overhead or through existing ducts to bring the service from the main exchange directly to underground footway boxes or Distribution Points (DPs) at telegraph poles close to us in our roads. The green FTTC cabinets will not be part of the infrastructure.

Openreach will notify you when the works are complete and you are FTTP ready. You can check FTTP service readiness online. Closer to the completion date you could review service packages and ISP options then available to you. When FTTP service ready, Internet users should then contract with an Internet Service Provider (ISP) to take an FTTP broadband service with a minimum doubling of previous consumed download speed (subject to a minimum of 30Mbps) for at least 12 months. The new service should be started within 12 months of the vouchers being issued.

Your chosen ISP will arrange for the connection of the new fibre into your home or business, provide any necessary equipment. After connection it will switch on your faster, more reliable, internet service.

For those who pledge, the make ready installation cost from DP or footway box to the outside of your premises is paid for collectively by the vouchers. There may be an extra cost for those who do not.

Premises connections require a fibre to be taken from the DP to **inside** your home or business where the fibre will be terminated with a small Optical Network Terminal (ONT) box to which the hub or router is connected. The fibre cable usually takes the same route to the home as the copper wiring.

During that connection, it may be possible to agree a preferred location for fibre cable entry into the home and/or site for the ONT. If there is a lot of additional work, there may be a charge.

DCMS will email internet users to ask whether their service is working. DCMS may verify internet users' answers. Openreach will claim our vouchers, from DCMS, to meet the project cost.