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 premises, 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 100% fibre connection offers higher speeds for both download and upload and improves the stability of your internet connection. If you're in a Fibre to the Premise (FTTP) enabled area, you can benefit from download speeds of up to 300mbps and upload speeds of up to 30mbps. This is anticipated to increase in the near future. However, not all Internet Service Providers (ISPs) will offer the service so you might not be informed by yours that it is available. In the event your ISP does not offer the service, you will need to consider changing ISPs 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 a FTTP service requires an engineer visit to your property and is usually completed in two (or three) stages.

How long does the installation take?

FTTP installations are more complex than traditional FTTC or ADSL broadband installations, lead times to completion vary, but are typically about 4 weeks. Your ISP will provide you with appointment dates in advance.

Step 1 – Place an order

As mentioned previously, not every ISP offers FTTP at the moment, so it is important that you investigate which suppliers can provide the service. When placing an order with your chosen ISP, they will provide you with a date when an engineer will come out to carry out tests or even a survey (to establish the most cost-effective way of provisioning the fibre from the drop point at the curtilage into the property), should one be necessary.

Here is a list of suppliers that Oxfordshire County Council are aware provide FTTP services in Oxfordshire:

- Andrews & Arnold
  https://aa.net.uk/broadband.html
- BT
  http://www.productsandservices.bt.com/products/infinity-broadband
- Gigaclear
  http://www.gigaclear.com
- Plusnet
  https://www.plus.net
- Redline Telecom
  http://www.redlinetele.com

- Wurzel
  http://wurzelweb.com/oxfordshire-broadband
- Zen
  https://www.zen.co.uk

These providers only serve businesses:

- Amvia
  https://www.amvia.co.uk
- BT Business
  http://business.bt.com
- Claranet SOHO
  https://www.claranetsoho.co.uk
- Entanet
  http://www.enta.net
- Gigaclear
  http://www.gigaclear.com
- NBS Network solutions
  http://networkbillingservices.co.uk
- Optanet
  http://www.optanet.com/fttp-fibre-to-the-premises
- Redline Telecom
  http://www.redlinetele.com
- Zen
  https://www.zen.co.uk
- Wurzel
  http://wurzelweb.com/oxfordshire-broadband

Please note:
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Once you have decided which provider and placed your order, the steps below will all be managed by your selected ISP.

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.
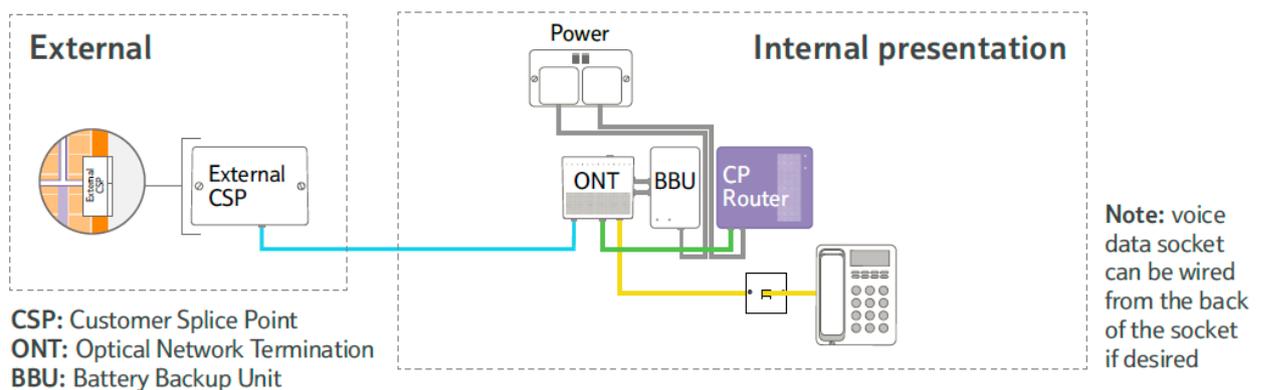
Step 3 – Engineer Appointment(s)

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. Experience has shown that it is advisable to be in attendance when this appointment is occurring, as access may be needed and the work cannot be completed.

A second appointment is needed to then perform some work inside the property to install the fibre connection point inside the property. 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.
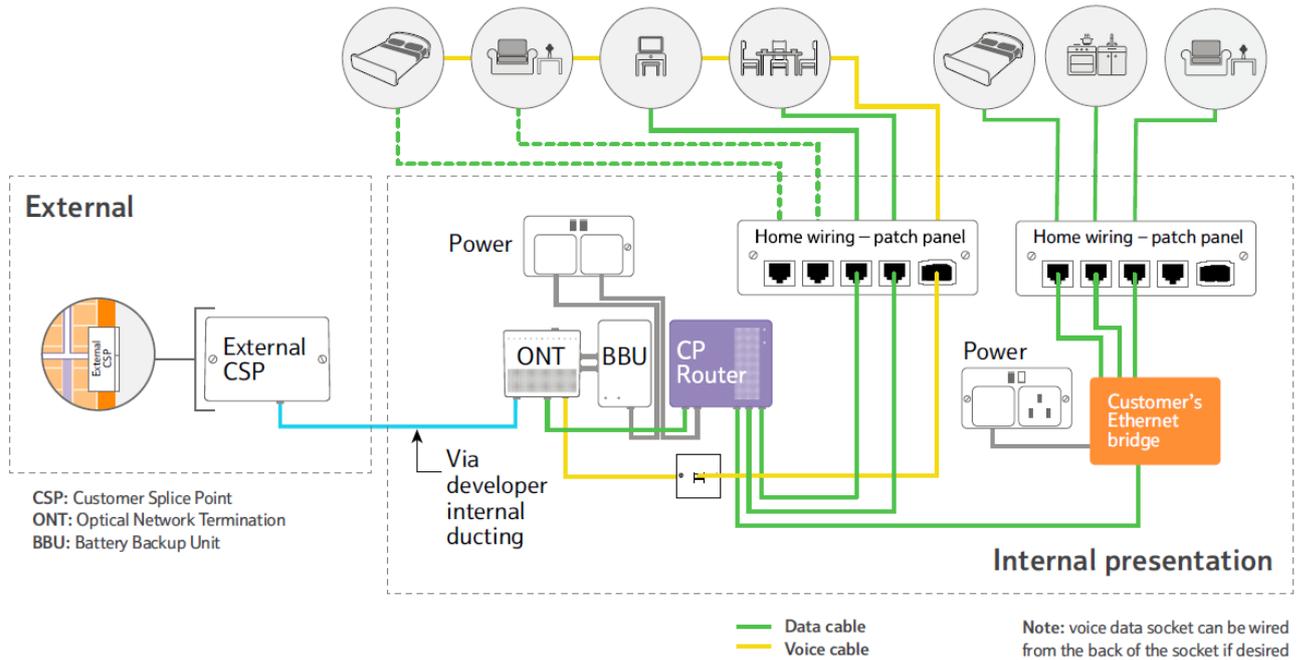
Please note:
There may be a short interruption to your telephone service during this work. Also, if you have an alarm on your phone line, please let your provider know that your line may go down for a few minutes, which could trigger a false alarm on any security system linked to your telephone line.

The diagram below is a representation of the components comprising the installation, but please note this may vary after the date of this article being produced and there are other permutations when a customer may want their installation in a different location:

External

Internal presentation

Power

External CSP

ONT   BBU   CP Router

CSP: Customer Splice Point
ONT: Optical Network Termination
BBU: Battery Backup Unit

Note: voice data socket can be wired from the back of the socket if desired

The next diagram is an example of a more complex installation for a fully connected home:

Multi-Occupancy Accommodation

Are you resident of a multi-occupancy business unit or a flat? Act now! If you live in a multi-occupancy business unit or a flat, in an FTTP enabled area, your landlord will need to get in touch with Openreach to ensure that you can order. A simple form needs to be filled in to allow Openreach to access to the building to install the fibre cable. There is no extra cost for the install and once this has been completed, each resident or business can make their own order with a service provider.

Follow this simple process to ensure you get connected:

1. Email broadband@oxfordshire.gov.uk with the address of your building so we can check if it is enabled with FTTP
2. If your building has been enabled with FTTP then contact your landlord and ask that they fill in the online form: http://www.homeandwork.openreach.co.uk/expression-of-interest.aspx
3. Openreach will then make arrangements to have fibre installed to your building
4. Once this is complete, you will be able to upgrade to ultrafast FTTP

Any Feedback?

The Better Broadband for Oxfordshire Team at Oxfordshire County Council is keen to hear your experience of ordering Fibre to the Premise from your preferred Internet Service Provider.

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