

What is the difference between Cuckoo and other providers like BT, Sky etc?

Many other providers in the area currently use Fibre to the Cabinet (FTTC) connections, whereas we use Fibre to the Premises (FTTP) connections. This means that we do not use green cabinets or copper cabling, but instead offer fibre connections, which allow for more reliable, steady speeds.

Visit our Performance & Technology page for more information on our FTTP connections.

<https://jurassic-fibre.com/why-jurassic-fibre/performance-tech/>

How do I know I am getting the speeds I signed up for?

A number of speed tests are available online. As speeds can vary depending on how many devices you have connected and whether they are performing background activities, it is worth carrying out several tests and then taking the average of all of the results

<https://youtu.be/f0rkAAH3aD8>

Once I have ordered my package, when will it be installed?

Once you have ordered your package and we have agreed an installation date, we will arrange to carry out the outside work, to get the fibre cable to your home. Once this has been successfully completed we will remind you of the appointment date to carry out the installation in your home. Depending upon whether any work needs to be carried out following our first visit to carry out the outside work, we aim to get you connected within 15 days.

Please visit our Installation page for more information.

What work will need to be done to install the cable and router?

Whilst this will vary for every home, the work will take place in two stages, on different days. The first stage is to do the work outside to get the fibre cable to your home. This will include fitting a small box to the outside wall of your home, usually at about knee height. You don't usually need to be at home when we carry out this work, but we will still let you know when we are coming. Once this has been completed, the second stage is to drill a small hole in the wall to get the cable into your home, install your router, get you connected and make sure everything is working as expected.

My drive is shared with another property. Do I need permission from them before installation is started?

If you have a shared drive you may need to get permission from your neighbour, depending upon what work needs to be carried out. We will be able to advise you what needs to be done and what actions to take when we carry out the first visit to do the work outside your home.

Can I choose a date and time that is suitable for me?

Our installation window is from Monday to Friday, any time between 8am and 3pm. We can select a date which is suitable for you and will send you several reminders of the date in the

lead up to the appointment. On the day of the installation visit our engineers will contact you to let you know approximately what time they will arrive. Please also remember that someone aged over 18 will need to be in the home throughout the appointment.

How do I reschedule an appointment?

If you are unable to make your appointment, click [here](#) to fill in the installation rescheduling form and one of our team will be in touch with you.

How long will installation take?

Installation can take up to 90 minutes. This will give the engineers time to install the network, explain the service, answer any questions you may have and conduct some checks to make sure you have good WiFi coverage.

Will the engineers have ID?

All Cuckoo engineers, as well as any contractors we may use to carry out work outside your home, will carry Cuckoo ID badges. If you are ever unsure please don't hesitate to contact us on 01392 345600.

The engineer has not attended the agreed appointment. What should I do?

Although we will always try to contact you if one of our engineers is running late, if you haven't heard from us and the engineer has failed to turn up please contact us on 01392 345 600.

What contention ratios apply to Cuckoo connections?

In the context of a modern full fibre network such as ours, where we install and maintain our own core equipment the concept of a contention ratio is far less relevant than it would be in a multi-tenant exchange or traditional copper network. Each customer has a direct fibre connection to our owned and managed POP sites. Traffic is then passed to our dedicated data centre before routing to the internet. We maintain a high degree of spare capacity at every stage of this network and as such the legacy model that saw multiple ISPs jostling for limited space and network capacity at telephone exchanges (giving rise to high contention ratios) does not apply to our customers.

If connection uptime and guaranteed bandwidth are essential, we offer a range of Direct Internet Access (DIA) products which reserve and guarantee service performance (and are financially backed through a Service Level Agreement (SLA) in the unlikely event that this guarantee not be met).

What does "installation costs" mean?

For residential contracts, the installation cost is free for straightforward installations. However, in some instances there may be non-standard installations required. Non-standard installations are sometimes outside the scope of our free installation service, and there may be a fee involved if

the length of the access route of surfaces requires special techniques to dig and reinstate. If your premise is classed as requiring a non-standard installation, our installation engineer will prepare a written estimate of the installation cost.

How do I ensure safe usage of the internet for children?

Kidsafe comes as an optional extra in all our packages. Our Kidsafe browsing is an extra feature that allows administrators to enable safer browsing options and restrictions for younger internet users.

What happens if I have a problem with my broadband?

If you have any problems, our Customer Care team will be happy to help. You can contact us by: emailing contactus@jurassic-fibre.com, calling our helpline on 01392 345 600 speaking to a member of the team via Live Chat.

Can I change to another package at any time?

Yes. We understand life doesn't stand still, so we have created a range of ultrafast full fibre broadband packages to chop and change between, at no additional cost. Visit our home plans and business broadband pages to find out more about our packages.

How do I make an enquiry about my bill?

If you have any questions about your bill or broadband service wish to make a change to your account, please get in touch by: emailing us at contactus@jurassic-fibre.com, calling our helpline on 01392 345 600 speaking to a member of the team via Live Chat.

How do I cancel my service?

Give our Customer Care team a call on 01392 345600 or e-mail us at contactus@jurassic-fibre.com providing your account number and we can take care of the rest. Full details can also be found in our Standard Terms & Conditions section 14 here along with any Offer-specific Terms & Conditions here.

I am moving home. Will Cuckoo supply my new address?

If you are moving house please contact us and we will be able to see if our network has reached your area. We are growing all the time, so if we don't cover the area now, it's likely we will in the future. If we aren't able to connect your new home, we will be able to discuss the options with you. You can contact us by: emailing us at contactus@jurassic-fibre.com calling our helpline on 01392 345 600 speaking to a member of the team via Live Chat

When will my HomePhone service go live?

For new customers it typically takes two weeks, but for existing customers who just want to add HomePhone, it will take two working days. Please call our customer care team on 01392 345600 if you need further assistance.

How do I connect my phone?

All you need to do is plug your handset's RJ-11 cable connector to the TEL1 telephone port found at the back of your home router. If you need any assistance with this, our customer care team would be happy to help.

What is the porting process and how long will it take?

We will need your full name, address and phone number to be taken and placed on an order form. A Letter of Authority (LOA) will be posted to you, to be hand signed by you and returned to us. This needs to go along with the order form to our partner. On average, it will take about 8-12 days for porting to complete. We'll give you a temporary number that can be used in the interim, while we do the switchover for you. Don't cancel your services with your existing provider until the transfer process is complete.

What international destinations are included in the package?

International destinations included in our package are:

UK National – Landline

UK Mobile

Austria – Landline
Bulgaria – Landline
Canada – Landline + Mobile
Croatia – Landline
Cyprus – Landline
Czech – Landline
Denmark – Landline
Estonia – Landline
France – Landline
Greece – Landline
Hungary – Landline
Ireland – Landline
Italy – Landline
Netherlands – Landline
New Zealand – Landline
Norway – Landline
Portugal – Landline
Romania – Landline
Slovakia – Landline
Spain – Landline
Sweden – Landline
USA – Landline + Mobile

How do I make a complaint?

In the first instance, please contact our Customer Care team who will be able to help you with the majority of queries and complaints. If you don't feel they have been able to help, we have a complaints policy which is available to view [here](#).

Which government body regulates Cuckoo?

Like all businesses, we are regulated by The Office of Communications (OfCOM) in all matters related to data protection.

One Touch Switching (OTS)

Ofcom, the telecommunications regulator, announced in September 2021 that it was introducing new rules to make it easier for residential customers to change their fixed voice and broadband service provider. Under the 'One Touch Switch' process, a residential customer will only need to contact their new home broadband provider to switch, and won't need to speak to their current

provider before making the move. To achieve this, communications providers will need to use a single industry-wide messaging platform to exchange the necessary data in a standardised way and within the required timeframe. The industry has established The One Touch Switching Company Ltd (“TOTSCo”) as a vehicle to take responsibility for the development and operation of a messaging platform (known as the TOTSCo Hub). More information about TOTSCo, the TOTSCo Hub and ‘One Touch Switch’ is available [here](#). Until this messaging platform (the TOTSCo Hub) is available, you will need to stop your service with your current provider and start a new service with a new provider. You should contact both providers. Your old provider will confirm that your contract is ending – and explain any charges that might apply – and your new provider will let you know when your new contract will start.

Demo notes:

Scenario 1 - New customer Web

New Customer > EX1 1AU > 6 > Fixed > 450 > Adam > Ratch > 07/08/1994 > 07792235481 > Tues nov 3rd > Accept > Pay 5454 card number> Yes

Scenario 2 - WA

Opt in granted, proactive received.

FAQs > What work do you need to do to install. Shows an answered Q. > Yes > What happens if the engineer makes a mess > Won't answer and transfers >

Agent workspace but show AA> Can i change my package.