

What happens after I sign up?

As soon as you sign up, our Cuckoo heroes get to work. Straight away we'll send you a router in the post to the address you've given us. That should take no more than 5 working days to arrive. The router will fit through your postbox so you don't need to be home. 👍

Openreach take about 10-15 working days in total to move you over to our network. That's not ideal, but gives them time to send an engineer to the box outside your house if necessary. We're working on getting this time reduced.

We've created a nifty little timeline for you so you can see how it's all progressing:

- Log in to your account
- Click on My Cuckoo
- Select Account overview

We'll remind you in advance when your switchover day will be, giving you plenty of time to put prosecco in the fridge, decorate the house and invite friends to your switchover celebration. 🎉

Don't get too carried away though! Please only plug in your router on or after go-live day, and only after the connection with your previous provider has gone down. If you try to do so before this, it can sometimes damage your connection with your existing provider.

Do I need to contact my existing provider?

If your current provider uses Openreach infrastructure - including BT, EE, PlusNet, TalkTalk, Sky and Vodafone and you're switching to the same type of technology* - then we'll cancel your contract with your existing provider once you've confirmed your order Cuckoo. You won't need to do anything. However, you might want to get in touch with them to check they aren't planning to issue you with any hefty exit charges. If you're switching from someone else - like Virgin, for example - you'll need to cancel your services directly with them. To help avoid loss of service, it's best to tell them your confirmed Cuckoo activation date so they can cancel their service as close to your activation date as possible. *The same type of technology refers to FTTC (fibre to the cabinet) and FTTP (fibre to the premise). To make it easier - we've summarised how you can tell what type of technology you're switching from and to below.

If your speeds with your current provider are less than 80Mb/s and you're switching to our Fast speed, and from another Openreach provider listed above then we'll notify them automatically that you're switching to Cuckoo and cancel your contract with your existing provider.

If your speeds with your current provider exceeds 100 Mb/s and you're switching to our Very Fast or Eggceptional speeds, and from another Openreach provider listed above then we'll notify them automatically that you're switching to Cuckoo and cancel your contract with your existing provider.

When will my router arrive?

We post the router 7 days before your go live date, via Royal Mail 48-hour delivery. We will send you an email and text with your tracking details once this has been shipped. You may need to allow a few hours for the tracking ID to work, whilst Royal Mail scan it in to their system. If you still need to get in touch, I can hand you over to a human colleague who will help.

When will I go live?

To track your progress:

- Log in to your account
- Click on My Cuckoo
- Select Account overview

If you're a new customer, this will show you a personalised timeline with the expected router delivery and go live date. It normally takes 10-15 working days for Openreach to switch you over to Cuckoo and can go live on the day anytime up until midnight. You'll receive a text and email from us confirming when you are live.

Can I go live quicker? I need to be connected sooner.

We cannot move your fibre go live date any sooner than 2 weeks (10 working days) from the date you place your order. We will always display the earliest available go-live date when you sign up. We are not able to get you live any quicker than this whether or not you need an engineer to get you connected.

Why do I have to wait 2 weeks (10 working days) to get connected?

Internet providers are regulated by Ofcom, who have a mandatory 10 working day "cooling off" period when signing up to a new provider. This is to allow customers to cancel the switch without incurring any fee (i.e. a lengthy contract with other providers or our setup fee).

Why is my go-live date exceeding 2 weeks (10 working days)?

If the date provided exceeds 10 working days, this will be likely be down to engineer availability, and the same would apply about us not being able to get you connected any quicker than this, whether or not you need an engineer to get you connected.

Today is my go-live date, but I cannot connect to the internet

On your go live day, you will receive a text message and email from Cuckoo confirming your connection has gone live. Even if you have had an engineer visit, the connection can take until 11:59pm to activate.

If you have received the go live email and text and still cannot connect, please follow these steps:

- Check our setup guide to make sure your router is set up correctly
- Check the property for other ports - these may work.
- Try each port in the property both with and without the microfilter supplied in the box.
- Unplug the router from the socket and plug it back in after 2 minutes.
- The internet and broadband light should both be green (flashing or steady) when the internet is working.

If you still need help I'll get one of my teammates to assist. Openreach would charge you £80 for an engineer if they were able to connect you without fixing anything (i.e. finding the correct port or trying with/without the microfilter). If we/they identify a fault, the engineer would be free.