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What is Full Fibre?

I already have fibre, how is this different?

There is a difference between fibre and full fibre networks

The majority of 'fibre' connections available today are also still using copper wire, the same copper they used to make phone calls in 1877. CityFibre's fibre cables extend all the way into homes and businesses, delivering a near-faultless connection.

What will full fibre allow me to do that I can't already?

A CityFibre connection is a connection that just feels effortless, whatever you throw at it, now and for generations to come. This isn't about what you couldn't do before. This is about doing all those things without having to think twice, now and in the future.

What makes this network 'intelligent'?

At CityFibre, we've designed a network capable of quietly tracking and fixing issues as they happen – minimising those painful freezes and drop-outs.

What is full fibre broadband?

The majority of broadband services today are only part fibre - using fast fibre cable to the cabinet in your street, and then switching to slow copper cable to connect your property.

What about full fibre then? Well, it's simple - our fibre cables extend all the way to your home and deliver a connection so reliable you won't have to think about your broadband ever again. Full fibre broadband is up to 25x faster than the UK standard broadband, it also uses significantly less energy than part fibre services.

How much does it cost?

We work with over 30 internet service providers (ISPs), including Vodafone, TalkTalk, Zen and Giganet, who offer a range of broadband packages.

CityFibre build the full fibre network and the ISPs use our network to provide residents and businesses with broadband packages.

If our network has been built in your area, by completing our availability checker you should be able to see which ISPs are offering services to your address, along with a brief summary of package options. You can then click on your chosen ISP/s to find out more and complete your purchase through their website.

Connecting my home

How can I connect my home?

Once we have build the network, connecting to it is simple.

Find out if your home is within reach of our network by using our availability checker.

Can you connect my flat?

Yes, you can connect to our network if you live in a flat. To find out if your flat is within

Yes, you can connect to our network if you live in a flat. To find out if your flat is within reach of our network, check our availability checker.

I'm a tenant. Can I connect if I don't own my home?

Yes, you can connect if you don't own your own home but we will need written permission from your

Yes, you can connect if you don't own your own home but we will need written permission from your landlord. To find out more and start the process, please email landlords@cityfibre.com with either your landlord name or managing agent details.

How can I buy full fibre broadband for my home?

CityFibre works with a range of consumer broadband providers, also known as 'internet service providers or ISPs, they will provide you with broadband packages once CityFibre has built the network.

To find out if our network is available and which broadband providers are providing services, please use our availability checker.

If we haven't got to your area yet, or we are still building/testing/awaiting services from ISPs, then we encourage you to register your interest with us to receive updates on the build progress. You can register your interest once you have completed the availability checker.

CityFibre are digging in my street, what are you doing?

CityFibre is rolling out the UK's most advanced broadband network to 8 million homes and businesses nationwide.

With permission from local councils, we build the network in your streets – creating underground pipe networks and using telegraph poles to bring full fibre broadband within reach of homes and businesses.

To install the network, we need to do some construction work on your street which may include digging to lay the new fibre cable. We use a range of construction methods and work typically lasts around two to three days outside each property.

Once the network is ready, CityFibre works with over 30 broadband providers who provide full fibre broadband packages to directly residents and businesses.

Take a look at our construction video to find out more.

You can also find out the exact permission details granted for work from your local council or by visiting the one.network website.

Alternatively, the team working in your street will be happy to answer any questions you may have.

Do CityFibre sell full fibre broadband?

We don't sell broadband directly. We build the full fibre network and we work with over 30 broadband providers, including Vodafone, TalkTalk, Zen and Giganet, who will provide the full fibre broadband service, offering a range of packages to choose from.

Use our availability checker to find out which providers are delivering broadband packages in your area and find the best deal to suit you.

CityFibre were in my street but your availability checker says I can't get full fibre in my property yet. When will it be available?

Construction activity outside of your home will typically only take around 3 days to complete, however, additional construction and networking activities will be taking place and can take several weeks to complete and often a little longer to finally go live with our partnered broadband providers.

Activation times will vary depending on a number of things, including the total area size and construction method used, network testing and issue resolution (should any occur) and the

onboarding process to enable broadband service providers to provide you with full fibre packages.

We can't wait to welcome you to our network, so rest assured that we will be doing everything to deliver a full fibre connection to your home as soon as possible.

If you would like to be kept up to date about exactly when you can connect, please register your interest with us through our availability checker.

I'm moving house, can I take my full fibre broadband with me?

We encourage you to speak directly with your broadband provider about moving your existing broadband package to a new address.

You can use our availability checker to find out if our network is currently in reach of your new home.

If we're not quite finished building or not got to your new area yet, we encourage you to still register your interest with us to receive updates and be the first to know when full fibre broadband is available.

Can I get a landline with full fibre broadband?

Whilst CityFibre do not provide landlines, your broadband provider may look to bundle a full fibre broadband package with other services such as a landline.

We encourage you to contact your broadband provider directly to discuss your needs.

What do I need to prepare for before my install appointment?

Full fibre installation information

Before our team arrives, there are a few things you can do to make sure the install goes as quickly and efficiently as possible.

Why do you need two plug sockets to install full fibre broadband in my property?

Much like your existing broadband connection (if you have one), full fibre broadband requires the use of a router and an additional connection box. Both of these devices need to be plugged in to work and we ask that the power sockets are close to your fibre entry point. Additional sockets may also be required for landlines. Extension cables can be used, we would recommend using an extension cable with a power surge built in.

What will you install on my property?

To connect your property to full fibre broadband, we'll install two new connection boxes, one on the outside and one inside your property.

The box on the outside, what we call a Junction box, holds the fibre cable and is about the size of a mini-iPad. We then take the fibre cable through the wall and connect it to another box inside your property called an ONT box. For the ONT box to connect, it must be plugged into a power socket.

Will you have to dig up my garden or driveway?

To connect your property to our full fibre network, our engineers will take the fibre cable from the street into your property. This is usually done through a shallow trench which is dug in front of your property or occasionally through an aerial.

Before the installation begins, our engineers will discuss the best route with you, ensuring minimal disruption. We won't start work on your property until you agree to it and our team will ensure your property is left in the condition it was found.

What is a Wayleave document and why have I received one from CityFibre?

If you live in a rented property or if the property is part of a block of flats or apartments, we require permission from your landlord, managing agent or building owner, this is known as a wayleave and is required before we visit the property, agree on an installation route and carry out the work.

How can I get full fibre broadband installed if I live on a private road?

While most of our work happens on public highways, we sometimes need to cross private land to bring the network within your reach.

If you live on a private road you'll need to sign a Wayleave agreement, that grants us permission to install to your home. There's no cost to you, and you have no obligation to buy a full fibre broadband package.

Giving permission is easy - just enter your details into our form and we'll be in touch to bring our full fibre network within reach of your home.

How much does it cost?

We work with over 30 internet service providers (ISPs), including Vodafone, TalkTalk, Zen and Giganet, who offer a range of broadband packages.

CityFibre build the full fibre network and the ISPs use our network to provide residents and businesses with broadband packages.

If our network has been built in your area, by completing our availability checker you should be able to see which ISPs are offering services to your address, along with a brief summary of package options. You can then click on your chosen ISP/s to find out more and complete your purchase through their website.

Connecting my business

CityFibre are digging in my street, what are you doing?

CityFibre is rolling out the UK's most advanced broadband network to 8 million homes and businesses nationwide.

With permission from local councils, we build the network in your streets – creating underground pipe networks and using telegraph poles to bring full fibre broadband within reach of homes and businesses.

To install the network, we need to do some construction work on your street which may include digging to lay the new fibre cable. We use a range of construction methods and work typically lasts around two to three days outside each property.

Once the network is ready, CityFibre works with over 30 broadband providers who provide full fibre broadband packages to directly residents and businesses.

Take a look at our construction video to find out more.

You can also find out the exact permission details granted for work from your local council or by visiting the one.network website.

Alternatively, the team working in your street will be happy to answer any questions you may have.

How do I get full fibre broadband for my business?

CityFibre works with a range of specialist business broadband providers across the UK.

If you would like to be kept up to date about when you can connect your business and which providers are available in your area, please visit our business pages.

I have a business based at home, how can I connect?

If you have a business based at home and you are in reach of our network then you can choose to connect via one of consumer broadband providers with services of up to 1000mbps. To find out more about the services available in your area, use our availability checker.

Alternatively, if you are interested in business-grade connectivity and specialist services, please register your interest on our business form, and we'll put you in touch with one of our commercial service provider partners.

Will my customers and staff have access to my business and car park during CityFibre construction?

Yes, you, your customers and staff will be able to access your property during construction work. Our teams will do everything they can to avoid disruption and ensure access to your business is created for all pedestrians.

Depending on the construction method used, we may ask you to avoid parking in the construction area during the work so we can build through quickly and efficiently. If this is the case, you will be notified in advance via a parking notice placed on parked vehicles typically 48 hours before work begins.

We encourage you to speak to our on site teams for any questions or concerns about access, providing them the opportunity to resolve issues quickly. If they are unable to resolve your issue, please get in touch with us.

How much does it cost?

We work with over 30 internet service providers (ISPs), including Vodafone, TalkTalk, Zen and Giganet, who offer a range of broadband packages.

CityFibre build the full fibre network and the ISPs use our network to provide residents and businesses with broadband packages.

If our network has been built in your area, by completing our availability checker you should be able to see which ISPs are offering services to your address, along with a brief summary of package options. You can then click on your chosen ISP/s to find out more and complete your purchase through their website.

Connecting my development

I'm a property developer, how can I connect my development?

If your development is within one of our build areas, our expert planning and deployment teams can get you connected to our full fibre network. Complete our property developer form to start the process.

What happens after I register my interest for my development?

If your development is in reach of our network, then we will assign a dedicated planner to work with you to design, plan and supervise the full fibre installation. You will always have a dedicated contact to pick up the phone to and we'll ensure our infrastructure fits seamlessly into your development. Complete our property developer form to start the process.

Who will provide broadband services to the residents and businesses in my development?

There are several options available to residents and businesses

CityFibre builds next-generation full fibre infrastructure and provides wholesale connectivity to multiple business and consumer service providers, local authorities and mobile operators. Once the network is installed on your development, residents and businesses will be able to take services from our range of broadband providers.

Why should I connect my development to Full Fibre?

Information for property and land developers

On average, property values increase by 3% and sell faster when a property benefits from full fibre internet speeds. Buyers are now much more conscious of the speed and reliability of their internet connection than a decade ago. With CityFibre's gigabit-enabled network, you get access to the fastest, most reliable full fibre offering in the marketplace, direct to the door of every unit within your new development.

We're also keen to work with you every step of the way to ensure our network fits seamlessly into your development. We'll provide you with a dedicated CityFibre contact, and provide

compelling commercial packages coupled with free issue of equipment, including ducting, chambers, lids prefabricated rings, frames and covers. Complete our property developer form to start the process.

General connection queries

What is full fibre broadband?

The majority of broadband services today are only part fibre - using fast fibre cable to the cabinet in your street, and then switching to slow copper cable to connect your property.

What about full fibre then? Well, it's simple - our fibre cables extend all the way to your home and deliver a connection so reliable you won't have to think about your broadband ever again. Full fibre broadband is up to 25x faster than the UK standard broadband, it also uses significantly less energy than part fibre services.

When will I be ready to connect?

You will be able to connect once our network build is completed in your area. To register for updates about build progress and when services are available, visit our availability checker.

I saw you building on my street, but I haven't heard anything since, when can I connect?

Keeping up-to-date with the connection process

The time it takes to extend our network in your area varies depending on its size, the kind of construction we're doing and any issues that might come up. While you will see our teams actively building in your area, there are other installation factors to consider. If you would like to be kept up to date about exactly when you can connect, please register your interest via our availability checker.

My neighbour has full fibre broadband, why can't I buy full fibre for my property?

Information about the rollout process for our full fibre network

We aim to connect as many homes and businesses as possible in our full fibre rollout. When we plan our network, we must consider several physical and legal constraints which means that, on occasion, we are unable to cover all of a certain area or street.

CityFibre works closely with local councils for permission to build our networks. When roads are part-owned by councils or part-owned privately, it can result in ongoing negotiations which means some properties on a street will be able to connect to full fibre sooner than others.

To understand who owns the road on your street, please contact your local council.

If your street is not privately owned, please complete this form and we'll be in touch to support you with gaining the necessary permissions to bring full fibre to your street and your home/business.

Do CityFibre carry out door knocking?

Yes. During the CityFibre network build process, we have our teams carry out door-knocking, to explain what is happening and how our network is built, they will also be able to advise on the benefits of a full fibre network and answer any questions you may have.

Be aware of scammers! Our team will always be wearing CityFibre branded uniforms, carry ID badges and have a leaflet which they will leave with you. Don't be afraid to ask for ID.

Our leaflet will explain how you can register for updates if you are interested in connecting to our network.

We will never ask you for your credit card and/or bank details.

CityFibre were in my street but your availability checker says I can't get full fibre in my property yet. When will it be available?

Construction activity outside of your home will typically only take around 3 days to complete, however, additional construction and networking activities will be taking place and can take several weeks to complete and often a little longer to finally go live with our partnered broadband providers.

Activation times will vary depending on a number of things, including the total area size and construction method used, network testing and issue resolution (should any occur) and the onboarding process to enable broadband service providers to provide you with full fibre packages.

We can't wait to welcome you to our network, so rest assured that we will be doing everything to deliver a full fibre connection to your home as soon as possible.

If you would like to be kept up to date about exactly when you can connect, please register your interest with us through our availability checker.

Can I get a landline with full fibre broadband?

Whilst CityFibre do not provide landlines, your broadband provider may look to bundle a full fibre broadband package with other services such as a landline.

We encourage you to contact your broadband provider directly to discuss your needs.

What do I need to prepare for before my install appointment?

Full fibre installation information

Before our team arrives, there are a few things you can do to make sure the install goes as quickly and efficiently as possible.

Why do you need two plug sockets to install full fibre broadband in my property?

Much like your existing broadband connection (if you have one), full fibre broadband requires the use of a router and an additional connection box. Both of these devices need to be plugged in to work and we ask that the power sockets are close to your fibre entry point. Additional sockets may also be required for landlines. Extension cables can be used, we would recommend using an extension cable with a power surge built in.

What will you install on my property?

To connect your property to full fibre broadband, we'll install two new connection boxes, one on the outside and one inside your property.

The box on the outside, what we call a Junction box, holds the fibre cable and is about the size of a mini-iPad. We then take the fibre cable through the wall and connect it to another box inside your property called an ONT box. For the ONT box to connect, it must be plugged into a power socket.

Will you have to dig up my garden or driveway?

To connect your property to our full fibre network, our engineers will take the fibre cable from the street into your property. This is usually done through a shallow trench which is dug in front of your property or occasionally through an aerial.

Before the installation begins, our engineers will discuss the best route with you, ensuring minimal disruption. We won't start work on your property until you agree to it and our team will ensure your property is left in the condition it was found.

My full fibre broadband has stopped working, what should I do?

Experiencing an outage?

For any broadband connectivity issues, please contact your broadband provider directly, this is the quickest way to identify and resolve service issues.

Your broadband provider will be able to determine where the issue is and they will contact the CityFibre team if they need our support.

My router isn't working, what should I do?

Please contact your broadband provider directly as they will be able to diagnose, fix or replace any broken or faulty routers.

How much does it cost?

We work with over 30 internet service providers (ISPs), including Vodafone, TalkTalk, Zen and Giganet, who offer a range of broadband packages.

CityFibre build the full fibre network and the ISPs use our network to provide residents and businesses with broadband packages.

If our network has been built in your area, by completing our availability checker you should be able to see which ISPs are offering services to your address, along with a brief summary of package options. You can then click on your chosen ISP/s to find out more and complete your purchase through their website.

Switching broadband providers

I already have full fibre broadband, but want to join the CityFibre network, how do I do that?

Switching to the CityFibre network from Openreach or Virgin Media

If you are coming to the end of your contract with your current broadband provider, you can take out a new service using the CityFibre network. You can use our Availability Checker to check which broadband providers are available for your property and once you select a provider and complete your order, the provider will reach out to CityFibre and arrange everything for you.

CityFibre will arrange the installation (you will choose a date for this with your provider) and our installation partners will visit your property to deliver a quality install and connect your property to our network.

You may also want to just switch networks, for example, moving from Openreach to CityFibre, and stay with your existing broadband provider (e.g. Vodafone, TalkTalk); the best option for this is to check your availability and if you see your current provider in the list of results, you can reach out to them to discuss switching to CityFibre.

I already have full fibre broadband, how do I switch providers?

Switching providers on the CityFibre Network

When you already have a live full fibre broadband service over the CityFibre network and choose to switch to another ISP who is also on our network, that new or 'gaining' ISP will reach out to CityFibre to arrange the 'switch'.

When ordering from your new ISP, they should inform you to contact your current ISP and explain that you need to give them notice of your intention to cancel your service with them.

Please be aware each ISP has varying minimum cancellation notice periods. To find a list of full fibre providers in your area, please use our availability checker

Construction process

When are you building in my area?

Our rollout location information is regularly updated

Our team will hand-deliver a letter a week before we start to extend the network to your home. We can also keep up to date if you use our availability checker and then register your interest for updates.

CityFibre are digging in my street, what are you doing?

CityFibre is rolling out the UK's most advanced broadband network to 8 million homes and businesses nationwide.

With permission from local councils, we build the network in your streets – creating underground pipe networks and using telegraph poles to bring full fibre broadband within reach of homes and businesses.

To install the network, we need to do some construction work on your street which may include digging to lay the new fibre cable. We use a range of construction methods and work typically lasts around two to three days outside each property.

Once the network is ready, CityFibre works with over 30 broadband providers who provide full fibre broadband packages to directly residents and businesses.

Take a look at our construction video to find out more.

You can also find out the exact permission details granted for work from your local council or by visiting the one.network website.

Alternatively, the team working in your street will be happy to answer any questions you may have.

What hours will CityFibre be working in my street?

Our construction teams work within hours agreed with your local council, in normal circumstances, this means that no loud works will start before 8am. However, there are some exemptions to this and they will all be requested or pre-approved by your local authority.

Work typically lasts around two to three days outside each property and our teams will do everything they can to keep disruption to a minimum for both residents and businesses.

We encourage you to speak to our on-site teams to quickly understand and resolve any questions to your satisfaction.

If you are concerned about access restrictions to your property, please speak to the on-site team and they will be more than happy to help.

Will I be able to get in and out of my property during CityFibre construction?

What is the process if your driveway is blocked?

Yes, you will be able to access your property during construction work and our teams will do everything they can to avoid disruption to residents and businesses.

We may need to dig a narrow trench in the pavement or service strip land outside your property, but our teams will cover this to allow access if required. There may be points in which we have to block your driveway or entrance, this would be in the interests of safety and if you speak to our on-site team they will open up the barriers as and when needed.

We encourage you to speak to our on-site teams for any questions or concerns about access, providing them the opportunity to prevent or resolve issues quickly to your satisfaction. If they are unable to resolve your issue, please get in touch with us.

Will you tell me when you are coming to my street to start building?

How we communicate our construction plans to residents

Before we start construction, we will let you know we are coming. Our team will knock on each door to explain the project. Before we start construction in your street, we will also hand deliver a letter in a CityFibre branded envelope which explains the process.

How long will you be digging/building in my street/area?

The time it takes for us to build the full fibre network varies

The time it takes for us to build the full fibre network varies and depends on the size of the area, the construction method and resolving any issues if they occur.

While we may be in your area for a few weeks, we are usually outside each property for two to three days. We will be in touch before we start any construction in your street via a letter, explaining the hours of operation.

You can also find out the exact permission details granted for work from your local council or by visiting one.network website.

Alternatively, our on site team will be happy to answer any questions you may have.

What about my plants and shrubs?

Will they be destroyed or interfered with during the build process?

We will not disturb your garden if it is on private property. If you have plants within a public-owned service strip, you will be notified of construction in the service strip and you will have the opportunity to remove any plants or coverings before the build starts.

Any work during the installation of services from your road to your home, will be discussed with you before that work is carried out and the best route for the cable will be agreed with you.

Why do you send me letters telling me you are building in my area?

We understand that street works can be disruptive, and we work closely with local councils to minimise this. Through our mandatory service update communications, our aim is to keep you and the local community informed about why we are building our network, what it means to you and the different stages of our network build.

Do CityFibre carry out door knocking?

Yes. During the CityFibre network build process, we have our teams carry out door-knocking, to explain what is happening and how our network is built, they will also be able to advise on the benefits of a full fibre network and answer any questions you may have.

Be aware of scammers! Our team will always be wearing CityFibre branded uniforms, carry ID badges and have a leaflet which they will leave with you. Don't be afraid to ask for ID.

Our leaflet will explain how you can register for updates if you are interested in connecting to our network.

We will never ask you for your credit card and/or bank details.

Will my customers and staff have access to my business and car park during CityFibre construction?

Yes, you, your customers and staff will be able to access your property during construction work. Our teams will do everything they can to avoid disruption and ensure access to your business is created for all pedestrians.

Depending on the construction method used, we may ask you to avoid parking in the construction area during the work so we can build through quickly and efficiently. If this is the

case, you will be notified in advance via a parking notice placed on parked vehicles typically 48 hours before work begins.

We encourage you to speak to our on site teams for any questions or concerns about access, providing them the opportunity to resolve issues quickly. If they are unable to resolve your issue, please get in touch with us.

CityFibre have been working in my area but have left materials behind. Will they be back to collect them?

Once construction is finished in your area, our teams always aim to leave your street in a similar state to how we found it. This is often done in stages, so if things don't look right straight away, rest assured they will very soon.

If you don't think this has happened, or the construction material is preventing vehicle access please contact us.

We'll investigate the issue and aim to resolve it as quickly as possible.

CityFibre were in my street but your availability checker says I can't get full fibre in my property yet. When will it be available?

Construction activity outside of your home will typically only take around 3 days to complete, however, additional construction and networking activities will be taking place and can take several weeks to complete and often a little longer to finally go live with our partnered broadband providers.

Activation times will vary depending on a number of things, including the total area size and construction method used, network testing and issue resolution (should any occur) and the onboarding process to enable broadband service providers to provide you with full fibre packages.

We can't wait to welcome you to our network, so rest assured that we will be doing everything to deliver a full fibre connection to your home as soon as possible.

If you would like to be kept up to date about exactly when you can connect, please register your interest with us through our availability checker.

CityFibre's on-street cabinets and equipment

How do you decide where to locate your street cabinets?

We work with the local authorities to locate and position our street cabinets and other network

We work with the local authorities to locate and position our street cabinets and other network assets as inconspicuously as possible whilst ensuring they are in a central position to service the properties around them.

There is a street cabinet outside my home, can I remove it?

We're sorry to hear you're unhappy. Our cabinet locations have been chosen for optimum connectivity

We're sorry to hear you're unhappy. Our cabinet locations have been chosen for optimum connectivity for the surrounding premises, they are also approved by the local authority so unfortunately, we are unable to move them.

Do I own the CityFibre equipment on my land once it is installed?

E.g. cabinets and poles

No, all equipment installed will remain the property of CityFibre Holdings Ltd.

Do CityFibre sell full fibre broadband?

We don't sell broadband directly. We build the full fibre network and we work with over 30 broadband providers, including Vodafone, TalkTalk, Zen and Giganet, who will provide the full fibre broadband service, offering a range of packages to choose from.

Use our availability checker to find out which providers are delivering broadband packages in your area and find the best deal to suit you.

Installation and access

CityFibre are digging in my street, what are you doing?

CityFibre is rolling out the UK's most advanced broadband network to 8 million homes and businesses nationwide.

With permission from local councils, we build the network in your streets – creating underground pipe networks and using telegraph poles to bring full fibre broadband within reach of homes and businesses.

To install the network, we need to do some construction work on your street which may include digging to lay the new fibre cable. We use a range of construction methods and work typically lasts around two to three days outside each property.

Once the network is ready, CityFibre works with over 30 broadband providers who provide full fibre broadband packages to directly residents and businesses.

You can also find out the exact permission details granted for work from your local council or by visiting the one.network website.

Alternatively, the team working in your street will be happy to answer any questions you may have.

Will I be able to get in and out of my property during CityFibre construction?

What is the process if your driveway is blocked?

Yes, you will be able to access your property during construction work and our teams will do everything they can to avoid disruption to residents and businesses.

We may need to dig a narrow trench in the pavement or service strip land outside your property, but our teams will cover this to allow access if required. There may be points in which we have to block your driveway or entrance, this would be in the interests of safety and if you speak to our on-site team they will open up the barriers as and when needed.

We encourage you to speak to our on-site teams for any questions or concerns about access, providing them the opportunity to prevent or resolve issues quickly to your satisfaction.

How does CityFibre get installed onto my property and will you dig up my garden?

CityFibre will not build anything on your property until you decide to take a service from one of our broadband providers (also known as an ISP, or internet service provider). CityFibre installs the network on your street using a range of build techniques. In most cases, we place a small black connection box in the ground on the boundary of your property or on a nearby utility pole. Once you sign up to the CityFibre network with an ISP, CityFibre installers will agree on a preferred installation route from the connection box to your property.

I live on a private road, how do you gain access to connect my property?

We will need permission from the landowner or managing agent.

If you live on a private road, CityFibre will need to get written permission from the landowner before we start installing our network.

I live on a new build estate, can I connect to CityFibre?

Accessing property on new builds and privately owned land

If you live on a privately owned new build estate, CityFibre will need to get written permission from the landowner before we start installing our network.

My broadband router didn't arrive until after my installation, how do I set it up?

On occasion, broadband providers may experience delays in the arrival of routers directly to their customers. When this happens, our engineers are still able to carry out your full fibre installation, bringing the fibre from your street into your home, they are able to carry out all connection tests on the line to ensure everything is working properly and they will leave everything necessary to then plug in your router once it has arrived.

For updates on your router delivery dates and for any set-up support once it has arrived, please contact your broadband provider directly and they should be able to walk you through the set-up process.

What do I need to prepare for before my install appointment?

Full fibre installation information

Before our team arrives, there are a few things you can do to make sure the install goes as quickly and efficiently as possible.

Why do you need two plug sockets to install full fibre broadband in my property?

Much like your existing broadband connection (if you have one), full fibre broadband requires the use of a router and an additional connection box. Both of these devices need to be plugged in to work and we ask that the power sockets are close to your fibre entry point. Additional sockets may also be required for landlines. Extension cables can be used, we would recommend using an extension cable with a power surge built in.

What will you install on my property?

To connect your property to full fibre broadband, we'll install two new connection boxes, one on the outside and one inside your property.

The box on the outside, what we call a Junction box, holds the fibre cable and is about the size of a mini-iPad. We then take the fibre cable through the wall and connect it to another box inside your property called an ONT box. For the ONT box to connect, it must be plugged into a power socket.

Will you have to dig up my garden or driveway?

To connect your property to our full fibre network, our engineers will take the fibre cable from the street into your property. This is usually done through a shallow trench which is dug in front of your property or occasionally through an aerial.

Before the installation begins, our engineers will discuss the best route with you, ensuring minimal disruption. We won't start work on your property until you agree to it and our team will ensure your property is left in the condition it was found.

I have an install appointment but CityFibre haven't shown up, what should I do?

Firstly, we apologise if there has been any inconvenience caused, this is not the experience we want for our customers.

Although our engineers will do their best to arrive at your property within your given appointment time slot, this is sometimes not possible, normally due to traffic incidents or previous install appointments taking longer than expected. In these situations, the engineers will update your broadband provider directly.

We encourage you to contact your broadband provider if you have any concerns and to receive the latest updates.

I have received a message saying my install appointment is cancelled but I haven't cancelled it?

Our engineers do their best to arrive at your property within your given install appointment time slot. On the rare occasion, they can no longer attend your property due to adverse weather conditions, road traffic or previous installations taking longer than expected; your appointment will be rescheduled for a future date. Our engineers will manage this through your broadband provider.

We are really sorry if that is the case and recommend that you contact your broadband provider directly to reschedule your appointment date and time.

I purchased full fibre broadband from my broadband provider, why have I received messages from CityFibre and Kellys?

Broadband providers including Vodafone, TalkTalk, Zen, Giganet and many others, offer full fibre broadband through the CityFibre network. Once you order a full fibre package through a broadband provider, they will supply CityFibre with your details so that we can arrange the installation of your new full fibre broadband onto our network.

Kellys are one of CityFibre's installation partners, they are experts when it comes to installing our network into your property. Our installation partners will be in touch to remind you about the installation appointment.

Can I have my new full fibre connection installed in my loft?

Unfortunately, we cannot install full fibre broadband in an unconverted loft or attic as this is classified as a confined space.

If the space has been converted and is habitable with a permanent access point (such as fixed ladders) and mains lighting, we may be able to complete the installation at that location.

Please be aware, the area needs to be safely accessible externally using ladders within height restrictions to bring the fibre cables into your property.

We cannot guarantee installs in loft or attic spaces and our team will discuss the best route with you during your installation appointment.

Can I have my new full fibre connection installed in a cupboard with gas and electricity meters?

Unfortunately, we can't install full fibre broadband into your cupboard, as your connection box and router need to be in an open space to allow the Wi-Fi signal to reach every room in your property.

Our installation partners are experts when it comes to connecting your property to full fibre and will discuss the best route with you during your installation appointment.

What is a Wayleave document and why have I received one from CityFibre?

If you live in a rented property or if the property is part of a block of flats or apartments, we require permission from your landlord, managing agent or building owner, this is known as a wayleave and is required before we visit the property, agree on an installation route and carry out the work.

How can I get full fibre broadband installed if I live on a private road?

While most of our work happens on public highways, we sometimes need to cross private land to bring the network within your reach.

If you live on a private road you'll need to sign a Wayleave agreement, that grants us permission to install to your home. There's no cost to you, and you have no obligation to buy a full fibre broadband package.

Giving permission is easy - just enter your details into our form and we'll be in touch to bring our full fibre network within reach of your home.

I've got an install appointment, how long does it take?

Our engineers will usually complete your full fibre install in 2-3 hours and it is essential that someone over the age of 18 and able to agree the route for the cable to enter the property is at home during the appointment.

Whilst we do our best to start and complete the install within your allocation appointment time slot, each install is unique and many take more, or less time to complete.

What happens during the install?

You should have received a timeslot from your internet service provider (ISP), if not please contact them directly for more information.

When our engineers arrive they will be looking to take the fibre cable from your street into your property. They will discuss the best route with you, ensuring minimal disruption whenever possible.

Why do you have to drill in my property?

Similar to your existing copper or coax cable, we will need to bring your full fibre cable into your property, to do this, we will drill a small hole through an external wall and thread the cable through it; for taller buildings and flats, to ensure our engineers comply with Health and Safety guidelines, we may also drill a small hole on your external wall to attach our ladders whilst working at height.

Before carrying out any works on your property, our engineers will confirm all requirements for drilling with you.

Who carries out the install in my property?

CityFibre works with a network of installation partners, they are experts when it comes to installing our full fibre to your property.

When you order/upgrade to full fibre broadband your chosen provider will reach out to CityFibre and we will arrange for our installation partners to visit your property and deliver a quality install.

My install wasn't completed, what happens next?

Whilst most installs are straightforward, on occasion we do require deeper investigation and resolution, for example clearing a blockage in our underground network. Please be assured that we are moving as quickly as possible to get things working and your installation completed.

Please contact your chosen broadband provider for any updates, CityFibre will be working directly with them to provide updates on the progress of each individual case.

My fibre connection wasn't live when my install was completed, and it still isn't. What should I do now?

On occasion during installations, our engineers may identify an unexpected problem during testing

On occasion during installations, our engineers may identify an unexpected problem during testing that prevents the service from going live when they are on site. When this occurs, they may be able to work with our technical and network teams remotely to resolve the issue. If, however this doesn't remedy the issue, and further technical work or additional work at your property is required, CityFibre will inform your internet service provider directly whilst continuing to work on resolving the issue and getting your service live. For service updates, please get in touch your internet service provider who will provide up to date information and any next steps that may be required.

My fibre installation wasn't completed due to an issue the engineers encountered when they attended for the original installation . What should I do now?

Occasionally, our engineers may identify a problem during installation such as a blockage within the

Occasionally, our engineers may identify a problem during installation such as a blockage within the underground ducts through which our fibre cables flow, an aerial issue or damage to our network. If this happens, our engineers will work with our support teams to resolve the issues as quickly as possible and connect your service. If for example, we need to obtain permission from local authorities for emergency work (e.g., where our cable has been damaged) or locate additional equipment or teams to undertake specialist work on our network, this may result in a delay to your service going live. Where we have been unable to complete an installation for one of these or any other reasons, we will contact your internet service provider, confirm the reason for the delay and keep them updated with progress to resolve the issue. For service updates

whilst we work on your resolving these issues, please get in touch your internet service provider who should be able to provide up to date information and any next steps that may be required.

Voucher

How do the DCMS broadband vouchers work?

Department for Digital, Culture, Media & Sport (DCMS), Gigabit Broadband Voucher Scheme (GVBS)

Residents that are eligible for gigabit vouchers can access the scheme through a supplier. Voucher funding can only be used through a broadband supplier registered to this scheme as part of a broadband upgrade project shared with your neighbours.

CityFibre is already rolling out Full Fibre networks in your area and may be able to develop a new project if there is enough demand in your community. We connect you and your neighbours and then request vouchers on your behalf. Funding is only committed when a voucher requested on your behalf has been approved by us, and we have your agreement to our terms and conditions.

Your voucher will go towards the costs of building the network, you'll have to pay for a broadband package once it's built.

Who is eligible?

DCMS voucher eligibility

Homes and businesses in rural locations which meet the following criteria can use vouchers to support the cost of installing new gigabit-capable connections when part of a group project. Homes and businesses in rural locations which meet the following criteria can use vouchers to support the cost of installing new gigabit-capable connections when part of a group project:

Existing broadband speeds are less than 100Mbps

A gigabit-capable network isn't likely to be built to that area commercially in the near future

There is no government-funded contract planned or in place to improve the network already.

Why should I get involved in the Government voucher scheme?

The government is committed to delivering lightning-fast, reliable gigabit-capable broadband to everyone in the UK as soon as possible, working hard with broadband providers to accelerate their commercial development plans.

For hard to reach areas where broadband is more costly to build, the government is investing £5 billion to ensure places are not left behind. The rollout to hard to reach areas of the UK will be subsidised by government contracts, awarded to broadband providers over the next few years, until the whole of the UK is connected.

Your voucher will go towards the costs of building the network, you'll have to pay for a broadband package once it's built.

About us

What does CityFibre do?

Who is CityFibre?

As the UK's 2nd largest national full fibre infrastructure platform, we're designing, building and operating a whole new network for the data age. A network that delivers a connection so reliable people won't have to think about their broadband ever again. As part of our £4bn Gigabit City Investment Programme, we plan to connect up to 8 million homes and businesses across the UK.

Once the network is built, you can get connected using one of our many broadband providers or business partners. Check your availability [here](#) and register your interest to be kept updated about progress.

What is a Gigabit City?

A Gigabit City is a town or city with an intelligent fibre network capable of surpassing the digital needs of the entire region – including residents, public sector, businesses and mobile operators.

What is full fibre broadband?

The majority of broadband services today are only part fibre - using fast fibre cable to the cabinet in your street, and then switching to slow copper cable to connect your property.

What about full fibre then? Well, it's simple - our fibre cables extend all the way to your home and deliver a connection so reliable you won't have to think about your broadband ever again. Full fibre broadband is up to 25x faster than the UK standard broadband, it also uses significantly less energy than part fibre services.

Do CityFibre sell full fibre broadband?

We don't sell broadband directly. We build the full fibre network and we work with over 30 broadband providers, including Vodafone, TalkTalk, Zen and Giganet, who will provide the full fibre broadband service, offering a range of packages to choose from.

Use our availability checker to find out which providers are delivering broadband packages in your area and find the best deal to suit you.

Do CityFibre carry out door knocking?

Yes. During the CityFibre network build process, we have our teams carry out door-knocking, to explain what is happening and how our network is built, they will also be able to advise on the benefits of a full fibre network and answer any questions you may have.

Be aware of scammers! Our team will always be wearing CityFibre branded uniforms, carry ID badges and have a leaflet which they will leave with you. Don't be afraid to ask for ID.

Our leaflet will explain how you can register for updates if you are interested in connecting to our network.

We will never ask you for your credit card and/or bank details.

How much does it cost?

We work with over 30 internet service providers (ISPs), including Vodafone, TalkTalk, Zen and Giganet, who offer a range of broadband packages.

CityFibre build the full fibre network and the ISPs use our network to provide residents and businesses with broadband packages.

If our network has been built in your area, by completing our availability checker you should be able to see which ISPs are offering services to your address, along with a brief summary of

package options. You can then click on your chosen ISP/s to find out more and complete your purchase through their website.