

Sky Broadband FAQ

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How long will my broadband installation take?

When you sign up to Sky Broadband there are two different ways you can get started:

- **If you already have an active line** - an engineer won't be needed and you can connect your Sky Hub yourself on the install date.
- **If you don't already have an active line** - an Openreach engineer will need to install your broadband service. This includes replacing a master socket if the existing one is faulty, or installing a new one if needed. It's worth noting, however, that they will not move an existing socket.

Why can't I see any Ultrafast products?

Our Ultrafast products may not have reached your address yet. Openreach are rolling out a new 'full fibre' technology across the UK which will support the highest speeds. In the meantime, you can take advantage of our Superfast packages and then switch seamlessly once Ultrafast becomes available.

Will you contact my current provider to cancel on my behalf?

If you're with **BT, TalkTalk, EE, Vodafone or Plusnet**; we'll contact your provider for you.

If you're a **Virgin Media** customer, you'll need to contact them to cancel your services once your Sky Broadband is active.

I don't make calls, why do I need line rental?

All our broadband services are inclusive of landline rental and Sky Pay As You Talk (£0pm) as standard.

I already have a router, can I use the same one when I join Sky?

When you join Sky, you will be sent a new compatible Sky Hub, which allows you to check your speeds and connected devices online or through the My Sky app.

It also allows our tech team to carry out checks if there are any problems with your service.

Can I keep my existing phone number?

Yes. In most cases you can keep your current phone number.

We'll let you know if we need to provide you with a new number when you place an order for Sky Broadband.

If I already have an active phone line and broadband provider, do I need to pay for a new one?

If you already have an active service, you'll be happy to know that Sky will take over the line at no extra cost.

What is Sky Broadband Boost?

We know that having a reliable connection is very important to you - and with Sky Broadband Boost we ensure that your connection is top notch and hassle-free. That means:

- We'll make sure you have WiFi in every room of your house or get your money back for Boost
- We'll make sure you get our best Broadband Hub
- You get engineer visits at a time that suits you - even in the evenings or at weekends - at no extra cost
- We'll run daily checks on your line. If it's not up to scratch, we'll text you to let you know we're fixing it fast
- If your broadband drops out and you're a Sky Mobile customer, we'll put 2GB in your Sky Mobile Piggybank

What are Sky Broadband Boost daily line checks?

We will check your line every night between 12-3am.

If we detect any speed or stability issues, we'll run a line test and raise a fault so you don't need to.

This means your internet may drop out for around 90 seconds, but only if we detect any speed or stability issues.

What Sky Broadband package is right for me?

- **Sky Broadband Essential Plus** - It's unlimited and with average download speeds of 11Mb/s, it's great for browsing and email. And it comes with extra features like flexible engineer visits, daily checks on your line and more.
- **Sky Broadband Superfast 35** – Endless streaming and browsing with average download speeds of 36 Mb/s, and it's unlimited.
- **Sky Broadband Superfast** - Want reliable, unlimited fibre at super speeds for streaming and sharing whenever you want? With average download speeds of 59Mb/s, it's perfect for binge watching your favourite shows.
- **Sky Broadband Ultrafast** - Want to go even faster? Stream, game and download as much as you want, whenever you want, all at the same time. With average download speeds of 145Mb/s.
- **Sky Broadband Ultrafast Plus** – Get a game-changing 500Mb/s average download speed. Ready-made for video calls, streaming your favourite series in UHD or those all-night gaming sessions - even when everyone's online all at the same time.
- **Sky Broadband Gigafast** - Our fastest speed. Future proof broadband for the busiest homes with an average download speed of 900Mb/s. Stream in UHD, game online in 4k and video call, all at the same time.

The packages available depends on where you live and your circumstances, you can go to sky.com to check what packages are available in your area.

We're rolling Sky Broadband Ultrafast out across the UK. But it might not be available where you live right now. Don't worry though, just [tell us you're interested](#), and we'll let you know when it's available.

What speeds will I get?

Just like all other internet providers, we use average download speeds to advertise our broadband packages, so you can see what you might get. At least half of our customers can get this speed to their hub when lines are busiest:

- **Sky Broadband Essential Plus** - Average download speeds of 11Mb/s, it's great for browsing and email.
- **Sky Broadband Superfast 35** – Average download speeds of 36Mb/s, it's perfect for streaming and browsing.
- **Sky Broadband Superfast** – Average download speeds of 59Mb/s, it's perfect for binge watching your favourite shows.

- **Sky Broadband Ultrafast** – Average download speeds of 145Mb/s, to stream, game and download as much as you want.
- **Sky Broadband Ultrafast Plus** – Average download speeds of 500Mb/s and we'll guarantee 400Mb/s minimum download speed or money back with our [Sky Speed Guarantee](#).
- **Sky Broadband Gigafast** – Average download speed of 900mb/s. It's our fastest speed and perfect for the busiest homes. Plus, we'll guarantee 600Mb/s minimum download speed or money back with our [Sky Speed Guarantee](#).

Before you buy, we'll estimate the speed to your line, so you can decide if it's the right choice for you.

Good to know: The speed you get to a WiFi connected device will naturally be slower than the one to your hub. Go to [Broadband speeds explained](#) for more information.

Want to check your speed? Sign in to [My Broadband](#).

Will I need a new hub if I'm upgrading my broadband?

It depends what hub you have. You'll need a new hub, if yours isn't already fibre-ready and you're upgrading to Sky Broadband Superfast. Or if you have Internet Calls and your hub's not compatible.

Don't worry, we'll automatically send you one if you need it.

Do I need to return my old hub?

You need to return your hub if you have Sky Q to avoid any [charges for not returning Sky Q equipment](#):

1. Pack the hub in the packaging your new hub arrives in.
2. Stick the pre-paid postage label on the package.
3. Drop it off at your local post office or Collect+ drop off point.

Go to sky.com/returns to print a pre-paid postage label.

Don't have Sky Q?

You don't need to return your hub to us but it's great for the environment if you do. We'll reuse the parts that we can and recycle what we can't.

Go to sky.com/returns to print a pre-paid postage label to send it back to us.

What's Sky Broadband Boost?

Add this to your Sky Broadband Superfast, or Sky Broadband Ultrafast or Sky Broadband Ultrafast Plus package to give it a boost. When your broadband has been activated, you'll get these extra features:

- Get engineer visits at a time that suits you, even evening and weekends at no extra cost.
- A reliable connection is important, so we'll run daily checks on your line. If it's not up to scratch, we'll text you to let you know we're fixing it fast.
- Got Sky Mobile? If your broadband drops out, we'll put 2GB in your Sky Mobile Piggybank.

And if you took Sky Broadband Boost after 4 September 2019:

- From the bedroom to the kitchen, we guarantee WiFi in every room of your home, or we will give you money back

What extra features come with Sky Broadband Essential Plus?

Sky Broadband Essential Plus comes complete with these great features:

- Get engineer visits at a time that suits you, even evening and weekends, at no extra cost.
- A reliable connection is important, so we'll run daily checks on your line. If it's not up to scratch, we'll text you to let you know we're fixing it fast.
- Got Sky Mobile? If your broadband drops out, we'll put 2GB in your Sky Mobile Piggybank.

Engineer visits at a time that suits you

Need a Broadband Tech Team visit? We'll waive the £15 charge if you need to book an evening or weekend appointment.

Whether you book your appointment online or through an advisor, the discount will automatically be applied so you don't have to do anything.

Daily checks on your line

After your broadband's been up and running for a couple of weeks and its completed its stabilisation period, daily checks will be run on your line to find any potential issues outside of your home. If we find one, we'll send an engineer to investigate - they won't need access to your home, so you don't need to stay in.

We'll check every night between 12am and 5am, then text you if we're sending an engineer and then again when the fault is fixed. Your phone line might not work for a short period while we run these checks – but it shouldn't take more than two minutes.

Your line will be excluded from the daily checks if:

- There's a widespread broadband outage – [Check for outages in your area](#).
- We've previously found a fault and sent an engineer through this process in the last 28 days.
- You've reported a broadband problem to us in the last 14 days. But, if your problems still not fixed, [Test your broadband](#).

Good to know: Some care alarms or security alarms connected to a phone line might be affected.

Mobile data for outages

Have Sky Mobile? This one's just for you. If not, join Sky Mobile to benefit from this too. 2GB of data will be added to your Sky Piggybank automatically if your broadband has an outage that:

- Wasn't planned
- Lasts more than 30 minutes
- Is between 7am and 11pm

Not got your data? It can take up to 24 hours to be added to your Sky Piggybank. We'll send you a text to tell you it's added but you can login and [check your Sky Piggybank](#).

You can't get more than three data credits in a month or 18 credits in 18 months.

I'm on an older broadband package. How do I upgrade?

Get in touch with us to talk about your options.

When moving to a fibre package, it can take up to seven days to change.

Is there a minimum term contract?

Yes. You'll need to sign up for a minimum 18-months.

What Sky Talk package is right for me?

Whether you're constantly on the phone with family and friends, or just making the occasional call, we have a package for everyone.

[Take a look at our Sky Talk packages](#) to see what's right for you.

Good to know: Your Sky Talk package might be provided with Internet Calls – a new home phone technology being rolled out across the UK by all landline providers. It works a little differently to a traditional phone line.

What are Internet Calls?

Calls made over the internet, where your home phone works through your broadband line and plugs directly into your hub instead of a traditional phone socket.

So your phone won't work if:

- Your hub's switched off or there's a power cut.
- The phone is plugged into a master socket or any other phone socket.
- Your broadband isn't working because of a fault or outage.

Tip: Your hub setup is different if you have Internet Calls, so don't forget to check the setup guide that comes with your hub or go to [Setting up your Sky hub](#).

Will I get Internet Calls and is it right for me?

Internet Calls comes as standard with Sky Broadband Ultrafast and Sky Broadband Ultrafast Plus. And you might get it if you have Sky Broadband Superfast, but we'll let you know if you do when you choose your package.

Internet Calls aren't right for everyone

Internet Calls aren't right for you if you rely on your landline to call the emergency services and don't have a mobile with a good signal.

If you have a care or medical alarm (or any other device) that plugs into your phone line, you'll need to check with your provider to make sure it's compatible with an internet-based phone service.

Don't worry, we'll ask you about these when you're taking broadband and talk so we don't give you Internet Calls if it isn't right for you. But don't forget to let us know if your circumstances ever change.