

BT Broadband Product FAQ

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BT Fibre broadband

Whatever you do online, we've got a fibre broadband deal for you. All with superfast speeds and our Stay Fast Guarantee.

What is fibre broadband?

Also known as fibre optic broadband, it's our most widespread broadband. It uses powerful fibre cables to transmit signals to a cabinet on your street, before copper cables connect your home. That's why you might have heard it called FTTC (fibre to the cabinet). The result is strong, reliable, superfast broadband, with average speeds up to 80Mb.

BT Guarantee

1. Speed: Get the speeds we promise or £20 back with our Stay Fast Guarantee
2. Strength: Super-strong, reliable wi-fi with our Smart Hub
3. Service: Home Tech Experts all customers can book in 2 hour slots, 7 days a week
4. Security: Greater protection with more online security than any other big provider

BT Broadband Deals

Fibre Essential

Everyday browsing and streaming for all of life's essentials. Best deal for normal, average usage:

- 35-36Mb Download speed range
- Was £30.99 but now costs £26.99
- 24 month contract
- Terms and conditions apply
- Free P&P and no upfront costs
- Add Entertainment on BT TV for only £10 a month
- No landline phone service
- 32Mb Stay Fast Guarantee
- 8Mb - 9Mb Upload Speed

Fibre 1

Browse, stream and download on a few devices at once. Ideal for busy homes and families with many devices:

- 49-50Mb Download speed range
- Was £31.99 but now costs £28.99
- 24 month contract
- Terms and conditions apply
- Free P&P and no upfront costs
- Add Entertainment on BT TV for only £10 a month
- No landline phone service
- 46Mb Stay Fast Guarantee
- 8Mb - 9Mb Upload Speed

Fibre 2

Stream, game and download in HD on lots of devices at once. Best speeds for gamers, busy homes and smart homes:

- 56-73Mb Download speed range
- Was £34.99 but now costs £29.99
- 24 month contract
- Terms and conditions apply
- Free P&P and no upfront costs
- Add Entertainment on BT TV for only £10 a month
- No landline phone service
- 52Mb Stay Fast Guarantee
- 17Mb - 18Mb Upload Speed

Can I get Full Fibre broadband?

Full Fibre is rolling out across the UK, so it's not available everywhere yet. We're moving quickly though, and thousands of homes are being connected every day. You can see if it's available where you live by going to our broadband deals page and entering your postcode (<https://www.bt.com/products/broadband/deals>). If you can get it, you'll see Full Fibre packages in your deals. If you can't get Full Fibre yet, we'll show you your other broadband deals and you can sign up to hear when it's coming to your area.

What broadband speed can I get?

We offer a range of broadband packages with different speeds up to 900Mbps. To see how fast you could go, head to our broadband deals page (<https://www.bt.com/products/broadband/deals>).

How do I check my current broadband speed?

If you're already with BT, you can check your broadband speed in the My BT App.

What's the Complete Wi-Fi Guarantee?

It's our guarantee to deliver a reliable wi-fi signal in every room of your home or give you £100 back. We'll send you a new Smart Hub 2 and single Wi-Fi Disc to get you started. This covers the majority of homes, but if you still need more, we'll send up to two extra discs free of charge. And if for any reason you can't get a signal everywhere in your home, you can get £100 back.

What's the difference between broadband and wi-fi?

Your broadband is your connection to the internet, and all the things you can do and access online. It's delivered to your home via fibre and/or copper cables.

You can see what broadband you can get with us on our broadband deals page (<https://www.bt.com/products/broadband/deals>).

With broadband, you can get online with a wired connection (by plugging in to your router with an Ethernet cable), and a wireless connection (your wi-fi). Wi-fi is the technology that allows you to get online wirelessly, with wi-fi enabled devices like smartphones, tablets and laptops. If you're finding your wi-fi isn't reaching everywhere you want it to at home, you could try extending your signal with Complete Wi-Fi.

How do I switch from another broadband provider?

Just choose a broadband package with us and we'll contact your current provider for you (unless you're with Virgin Media*). We'll give you a switching date – usually within two weeks, unless you choose a later date. We'll pop your BT Smart Hub in the post and text you when your BT broadband is activated. Simple. If you need an engineer installation, we'll let you know when you order. *If you're with Virgin Media, the best thing to do is talk to us and Virgin to try and line up the switch in service.

How long does BT broadband take to activate?

If you're new to BT, or with us already but moving home, we'll aim to get your broadband up and running within two weeks.

If you're already with us and staying on the same type of broadband at the same address, it should take one day.

If you're changing the type of broadband you're on (for example, from copper Broadband to superfast Fibre) it should be one to two weeks.

You can check your activation date and follow the status of your broadband activation by tracking your order online

(https://my.bt.com/s/apps/apporder/customer/index.html#/index?order_ref=&%3Fs_intcid=EngineerNotArriveFAQTrackOrder), or via the My BT app.

Can I get broadband without a phone line?

If you never use your home phone, our broadband only deals let you have the broadband you want without the landline you don't. You won't be able to make or receive any calls on a landline phone, including calls to the emergency services.

To see our broadband only packages, head to our broadband deals page

<https://www.bt.com/products/broadband/deals> and enter your postcode.

What is Full Fibre broadband?

Full Fibre broadband delivers a fibre connection direct into your home, for ultra-reliable, ultrafast speeds up to 900Mbps. This is the UK's most reliable broadband technology. It's up to 25x faster than our standard fibre broadband, which uses fibre cables to your street cabinet, then copper cables to your home. You might also have heard Full Fibre referred to as FTTP (fibre to the premises). See what broadband you can get with us on our broadband deals page <https://www.bt.com/products/broadband/deals>.

What is fibre broadband?

Fibre broadband uses powerful fibre cables to transmit signals to your street cabinet, before copper cables connect your home. It's different to copper broadband, which uses copper cables the whole way, and Full Fibre broadband, which uses fibre cables the whole way. You might also have heard fibre broadband called fibre optic broadband or FTTC (fibre to the cabinet).

Can I add a second broadband connection to my home?

Absolutely. All our broadband packages are available as a second broadband line. A dedicated connection is ideal for working from home, gaming or home learning, when everyone else is online too.

BT Complete Wifi

Reliable wi-fi in every room, or £100 money-back guarantee Why get a top-of-the-range tablet, if it won't work at the top of the house? Complete Wi-Fi extends your signal so you can work, stream or game anywhere in your home.

A flawless connection, all over the house Wi-Fi Discs around your home create a single seamless network, from basement to attic. Your devices automatically connect to the strongest signal, guaranteeing a flawless connection. No multiple passwords. No dropping off between rooms. Everyone in your home is free to do what they want, where they want to do it.

How does Complete Wifi work?

Powered by our hub and discs. When you sign up for Complete Wi-Fi, we'll send you our Smart Hub 2 and one Wi-Fi Disc. That's enough for most homes to get wi-fi everywhere. Managed by our app The My BT app will work out where to put your disc for the best signal, and check the strength of your wi-fi in every room.

Can I get Complete Wi-Fi?

Absolutely. Complete Wi-Fi is available for both new and existing BT customers. So you just need to join BT or upgrade with us, and add Complete Wi-Fi to your package.

What do I get with Complete Wi-Fi?

You'll receive a new Smart Hub 2 and a single Wi-Fi disc in the post when you buy Complete Wi-Fi. For most households, one disc will provide a strong signal in every room of your home. Please note that the Wi-Fi Discs will only work with the new Smart Hub 2. If

you need them, you can request up to two extra discs individually via the online troubleshooter or by speaking to one of our advisors. Our systems will help us understand where you need the signal and if an extra disc will help. The troubleshooter page is here [https://home.bt.com/login/loginform?TYPE=33554433&REALMOID=06-a3f89b6e-6f33-1058-ae2d-843bab40000&GUID=&SMAUTHREASON=0&METHOD=GET&SMAGENTNAME=\\$SM\\$SWyKseRr0jvWQEhqVoZzoL%2fepCMg5ju5UgCxdnr7D4PAeE8wKnfuT6LNIIGMF3Nx&TARGET=\\$SM\\$HTTPS%3a%2f%2fsupport%2ebt%2ecom%2ffix%2fbroadband%2f%3fview%3dbroadbandtroubleshooter](https://home.bt.com/login/loginform?TYPE=33554433&REALMOID=06-a3f89b6e-6f33-1058-ae2d-843bab40000&GUID=&SMAUTHREASON=0&METHOD=GET&SMAGENTNAME=SMSWyKseRr0jvWQEhqVoZzoL%2fepCMg5ju5UgCxdnr7D4PAeE8wKnfuT6LNIIGMF3Nx&TARGET=SMHTTPS%3a%2f%2fsupport%2ebt%2ecom%2ffix%2fbroadband%2f%3fview%3dbroadbandtroubleshooter)

What's the Complete Wi-Fi Guarantee?

It's our guarantee to deliver a reliable wifi signal in every room of your home or give you £100 back. We'll send you a new Smart Hub 2 and single Wi-Fi Disc to get you started. This covers the majority of homes, but if you still need more we'll send up to two extra discs free of charge. And if for any reason you can't get a signal everywhere, you can get £100 back. The guarantee only covers your main dwelling, not outbuildings, gardens or sheds.

Do I still need wi-fi extenders and powerlines with Complete Wi-Fi?

Complete Wi-Fi cleverly switches from one Wi-Fi Disc to another to give you the strongest and fastest signal throughout your home, so you don't need to use wi-fi extenders. We recommend you remove any wi-fi extenders before installing Complete Wi-Fi as they may cause interference and impact its performance. You may still need to use powerline adapters for any equipment that needs to be connected with a cable.

Can I buy the equipment on its own without Complete Wi-Fi?

Yes, you can order a Smart Hub 2 and Wi-Fi Discs online. Please note, these don't come with the Complete Wi-Fi Guarantee.

You can buy a Smart Hub 2 and Discs here: <https://www.bt.com/broadband/accessories/>

What's the difference between broadband and wi-fi?

Your broadband is your connection to the internet, and all the things you can do and access online. It's delivered to your home via fibre and/or copper cables. You can see what broadband you can get with us on our broadband deals page

<https://www.bt.com/products/broadband/deals>. With broadband, you can get online with a wired connection (by plugging in to your router with an Ethernet cable), and a wireless connection (your wi-fi). Wi-fi is the technology that allows you to get online wirelessly, with wi-fi enabled devices like smartphones, tablets and laptops. If you're finding your wi-fi isn't reaching everywhere you want it to at home, you could try extending your signal with Complete Wi-fi.