Further to our article in the last Upham Update this is a reminder that to take advantage of the new fibre network (if you are living in Popes Lane or above) you will need to take out a new Fibre to the Premises ("FTTP") contract with either the company you currently use as your Internet Service Provider or a new one. Otherwise you will remain on the copper network.

Up until 18th May some of you broadband-hungry people may have been surprised to find that some suppliers (mostly smaller or business oriented) were able to process an order for a new FTTP line, the bigger players (BT and Talk-Talk) were not, despite what we were told by Openreach in mid-April.

This situation is now resolved and we can confirm that as from the 18th May BT Residential are now taking orders on the Upham FTTP network. They have a range of products, the cheapest of which offers a 50mB download /10mB upload service including landline for £27.99 plus a call package. Other packages are available and you may well wish to talk to other providers. Google https://www.openreach.com/fibre-broadband/fttp-providers. for a full range. As of 19th May Talk-Talk are still not taking orders but this may change

As of 18th May BT residential orders were promising final installation inside the house at the beginning of June. However the installation dates may well change so we can recommend getting your order in early, with whichever provider you go for.

Some handy hints

• If you change providers, there may be cancellation charges depending on their your contract. You will also need to arrange for your phone number to be continued (if that matters). This is by no means automatic. Some providers will want you to move to VOIP (voice over internet protocol) which needs different hardware. BT residential don’t do that.

• If you stay with their current provider and upgrade your service, there may be more savings to be made depending on your conversation with your provider. Don’t rely on the website for the best deal!

• Getting an FTTP connection involves Openreach running a new fibre from the infrastructure they have been installing in the village to the property, taking that fibre inside the property and finally terminating that fibre in a special box inside the property which needs electrical power.

• Current COVID-19 restrictions need to be applied to allow the inside work to be carried out.

• The "commissioning" of Openreach to do this work will be done by the Broadband provider when an order is accepted. You do NOT have to contact Openreach yourself to get this work done, it is organised by the ISP who generally make a connection charge.

Still confused? Sarah Le May lemay@btinternet.com, David Ashe david@chdp.co.uk or Dermot Flaherty dflaherty1967@gmail.com may be able to help (but the choice will ultimately be yours).