

Abbotts Ann FTTP Gigabit Broadband Implementation FAQ

Our FTTP Gigabit Project is now at the physical implementation and Household confirmation stage and this FAQ is intended to answers some of the common questions.

What does FTTP mean?

FTTP stands for Fibre to the Property which will be used to bring broadband services to your property instead of receiving it with your analogue voice phone over the current old copper wires to your property.

What does the FTTP Gigabit Implementation mean for most of us who are not technical?

Your current broadband is delivered to your property over the same copper wires used by your normal analogue voice phone.

What is changing and being implemented is that Fibre to the property will replace the copper wires for the delivery of your broadband.

To add the fibre to your property Openreach must install the infrastructure to outside your property **ONLY**. Outside your property can mean slightly different place depending on the age of your property. It could be to the nearest telegraph post if your current phone line is linked via overhead cables. For newer properties it will be via underground ducting to the edge of your property. A few will come to your property wall.

Once the infrastructure has been fully installed which likely to take until the end of 2023, then you will go to your current/preferred or a different ISP and ask for your broadband to be upgraded to FTTP. NOTE: You can use ANY Internet Service Provider which provides FTTP broadband packages.

When you upgrade your broadband package with your preferred Internet service provider (ISP)*, they will run fibre from the connection point into your actual property.

I signed up for the FTTP voucher scheme in 2021, but what have I actually signed up for?

The voucher scheme implemented by the government particularly for small communities will pay £1,500 per residential property and £3,500 for business for the implementation of the FTTP infrastructure to the edge of your property **ONLY**.

Provided enough people in the village signup **which you all have done** and now validate the voucher sent to you immediately on receipt, then the whole infrastructure implementation does not cost anyone in the village anything.

What are the Terms & Conditions associated with the voucher scheme?

You can read the Terms & Conditions on the Openreach web site at <https://www.openreach.com/fibre-broadband/fibre-community-partnership/pledge-terms>

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I read in the Terms & Conditions that I must pay the VAT, is this true?

No, these are general Openreach Terms & Condition and where a community project pays for the installation infrastructure themselves or they are using the voucher scheme as part payment, then they will get an invoice to pay which will have VAT added if they are a business.

With our project the voucher scheme more than pays for the implementation of the infrastructure PROVIDED everyone who signed up validates their voucher there will be no payment due, therefore there is NO VAT payable by residential properties or business properties if everyone validates their voucher.

Below is a screen shot from the government web site that makes this crystal clear:-

All residential voucher beneficiaries have VAT costs covered by the voucher. Vouchers for small to medium-sized enterprises cannot cover VAT which remains your responsibility. We recommend that you contact your supplier directly to find out further details surrounding any potential VAT liability.

[Tell Me More About Vouchers – Gigabit Vouchers](#)

gigabitvoucher.culture.gov.uk/home/tell-me-more-about-vouchers/

I certainly want to validate my voucher, but I have not received validation email?

Do not be concerned that you have not yet received your voucher email, apparently Openreach/DCMS are sending them in small batches and lots of people have not received them yet.

However, if you still have not received the voucher email from GOV.UK by the end of August, then please email us at broadband@abbottsann.com

I registered as a business and residential at the same property because there are separate landlines each with its own number, but I have only received one voucher email. Is this correct?

Yes - this is correct. You are only entitled to one gigabit voucher per property. It has no bearing on how many landlines you have. In the case of having a business from home – then validate your gigabit voucher as a business owner (as opposed to a residential user). Businesses attract a higher grant value than purely residential properties.

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How do I validate the email I received from DCMS with domain name of GOV.UK?

You should view the short video on the village web site at

<https://www.abbottsann.com/abbotts-ann-fibre-broadband-voucher-video>

Respond to an email from DCMS seeking confirmation that you wish to apply through BT Openreach for a voucher. There is a strict timetable for replying – 28 days. If you do not reply within the allotted timescale your application will not proceed. (See VIDEO for more details)

You should also respond to DCMS or Openreach within 14 days following any reasonable request for information concerning eligibility or voucher processing.

I moved to Abbots Ann after the deadline for registering for FTTP, but I want a FTTP connection. What should I do?

Please register your details at <https://www.abbottsann.com/gigabit-broadband-signup-form>
Whilst the deadline for signing up has passed we will try and get you added to the list, but there is no guarantee that you will be added.

However, if the previous owner of your property signed up, then we should be able to get the entry amended.

Once the FTTP infrastructure has been completed, what do I need to do?

On completion of the scheme **you must take out a new broadband contract** meeting the scheme rules i.e. a contract for a 100Mbps connection for a minimum period of 12 months **within two months** of the FTTP upgrade having been completed.

You can take out a contract with your existing ISP or a different ISP PROVIDED your choice of ISP offers FTTP broadband packages

The following Broadband providers offer FTTP packages on the Openreach network:

- Andrews & Arnold
- Aquiss
- BT
- Cerberus
- Fibre.net
- Giganet
- LCC Communications
- Orbital Net
- Pine Media
- Sky
- Spectrum Internet
- Structured Communications
- Syscomm
- TalkTalk

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- Uno
- Vodafone
- Zen

What are the approximate costs I will incur when taking out an FTTP contract?

You will find a small increase in your monthly cost and sometimes there is a one-time installation charge. Prices start from £28 per month (based on a minimum 12 month contract).

Some ISP's as shown below charge a small one off installation fee, but many don't. Installation means supplying the fibre modem and connecting it to the infrastructure at the edge of your property.

Prices correct as of 24 March 2022. Do note, most FTTP deals come without a phone line as standard, so if you need a line as well, it'll cost you extra (though some firms don't offer phone lines at all).

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Cost of FTTP providers available on the **Openreach** network (100Mb+ broadband-only packages – no line)

Internet Service Provider (ISP)	Upfront Cost	Speed & Monthly Cost	Contract Length	Equip Monthly Cost (1)
Aquiss	£0	160Mb - £16 for the first 3mths, then £32 for the remaining nine months	12 months	£28
BT	£9.99	150Mb - £34.99 500Mb - £44.99 900Mb - £54.99	24 months	£35.41 to £55.41
Cerberus	£48	300Mb - £48 450Mb - £60 900Mb - £72	12 months	£52 to £76
EE	£0	100Mb - £36 500Mb - £48 900Mb - £50	24 months	£36 to £50
Giganet	£29	200Mb - £49 500Mb - £59 900Mb - £69	12 months	£51.42 to £71.42
IDNet	£50	160Mb - £35 550Mb - £45 1,000Mb - £55	12 months	£39.17 to £59.17
No One	£60	100Mb - £39.99 200Mb - £45.99 500Mb - £52.99 900Mb - £62.99	24 months	£42.49 to £65.49
Sky	£19.95	150Mb - £35 500Mb - £45	18 months	£36.11 to £46.11
TalkTalk	£0	150Mb - £32 500Mb - £40 900Mb - £49	24 months	£32 to £49
Vispa	£0	160Mb - £46	12 months	£46
Vodafone	£0	100Mb - £22 200Mb - £32 (2) 900Mb - £60 (2)	24 months	£24 to £60
Zen	£29.99	100Mb - £38.99 300Mb - £49 500Mb - £55	24 months	£40.24 to £61.24

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Three months ago I renewed my broadband contract for another 24 months with my ISP. Will I have to cancel that contract with a financial hit and take out a new contract?

The short answer is yes - potentially. However – your ISP may have a full fibre offering – in which case you could just upgrade when the time comes. Also – the works being undertaken by Openreach are likely to take a least 12 months before they're fully commissioned. You then have two months once the upgrade has happened to the infrastructure, to then migrate to a 100mbps full fibre package (in order to qualify for the gigabit voucher). In practice, (assuming your ISP doesn't offer full fibre) - if you're unlucky, you may need to cancel with a couple of months to run on your contract.

What will happen to my existing phone line and phone number?

The answer varies by ISP and/or if you need to cancel your existing contract which includes your landline rental and/or if the ISP provides phone services.

The decisions you will need to make are:-

1. Do you want to keep your land line phone number?
2. Do you want to transfer your phone number to your ISP account because they offer an Internet phone service?
3. Do you want to transfer your phone number to your account you setup with a SIP provider because your current or preferred ISP does not provide a phone service?

SIP means (Session Initiation Protocol). It is a protocol that let applications easily set up outgoing and incoming voice calls over an Internet connection. You don't need to know how this works, but you may need a SIP account from a non ISP supplier if your preferred ISP does not provide phone services.

To use your old analogue landline phone you will need an adapter or suitable router with analogue sockets. See other FAQ on this subject.

For people who wish to keep their landline phone line as it is today you can do so, but remember that BT/Openreach will be switching off traditional copper wire landlines in 2024. If you want to do this then you will end up with two contracts, your existing contract with your current broadband facility cancelled/removed and a new FTTP contract.

If your preferred ISP also provides FTTP and a phone service then your phone number can be transferred to them. You will still need either a new IP phone or an adapter for your old analogue phone to use the service.

If you have a unique question relating to transferring landlines and/or phone numbers, then please send your question to broadband@abbottsann.com

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Can I use my current old analogue landline phone to make and receive calls over the broadband?

Yes, any old analogue landline phone can be used as an IP phone on ANY broadband connection (FTTP, ADSL, VDSL etc..) but you will need:-

- A SIP account from an independent provider such as <https://www.sipgate.co.uk> if your preferred ISP does not provide phone services or you don't want to use them.
- An adapter such as a Cisco SPA112 which you can see below or a non ISP router with analogue ports such as a Draytek router

NOTE: A couple of the big ISP's block port number 5060 used by IP phones to force their customers to use their expensive phone services, so beware, but most don't

The main negative issue for IP phones are they need power along with the router and adapter. Old analogue phones do not any power as they take their power from the phone line.

It is suggested you invest in a cheap UPS (Uninterruptible Power Supply) in case of mains power failure.



Roll over image to zoom in

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Brand	Cisco
Colour	Black
Number of batteries	1 Lithium Ion batteries required.
Power Source	Adapter, Adaptor
Dialler type	Single Keypad
Item dimensions L x W x	28 x 99 x 99 millimetres