



Upgrading to Fibre Broadband

Connection to upgraded broadband services is **not automatic**. Customers will always have to contact their Internet Service Provider (ISP) to discuss arranging a fibre package. This is because fibre broadband is connected in a different way to the main exchange serving your area than your existing “old” copper broadband is. The presence of new cabinets or other infrastructure in an area does not mean that you will be automatically connected, neither will speeds automatically improve (even if your current broadband product says “up to XX Mbps” and this is greater than you normally receive).

What next?

- If you choose not to upgrade to fibre broadband, your existing service will remain as it is
- Once your fibre order has gone through (which takes 2-3 weeks on average), an engineer may visit your business or home to install the necessary equipment, or you will be sent equipment to install yourself
- In most cases, your other telephone and computer equipment will not need to be replaced

How will I know if my cabinet has been upgraded?

You can check our roll-out tables, which will show when individual cabinets are live and able to accept customer orders. These are regularly updated as new cabinets are completed

Councillors receive updates alerting them when the rollout table is updated; update alerts are also distributed to Parish Councils via the Sussex Associations of Local Councils (SALC).

In time, you may receive marketing materials from ISPS offering you details of fibre products, although it can take time for companies to gear up for a marketing campaign.

How do I find out which cabinet I’m served by?

This site contains a guide which takes you through the steps you need to carry out to find your cabinet.