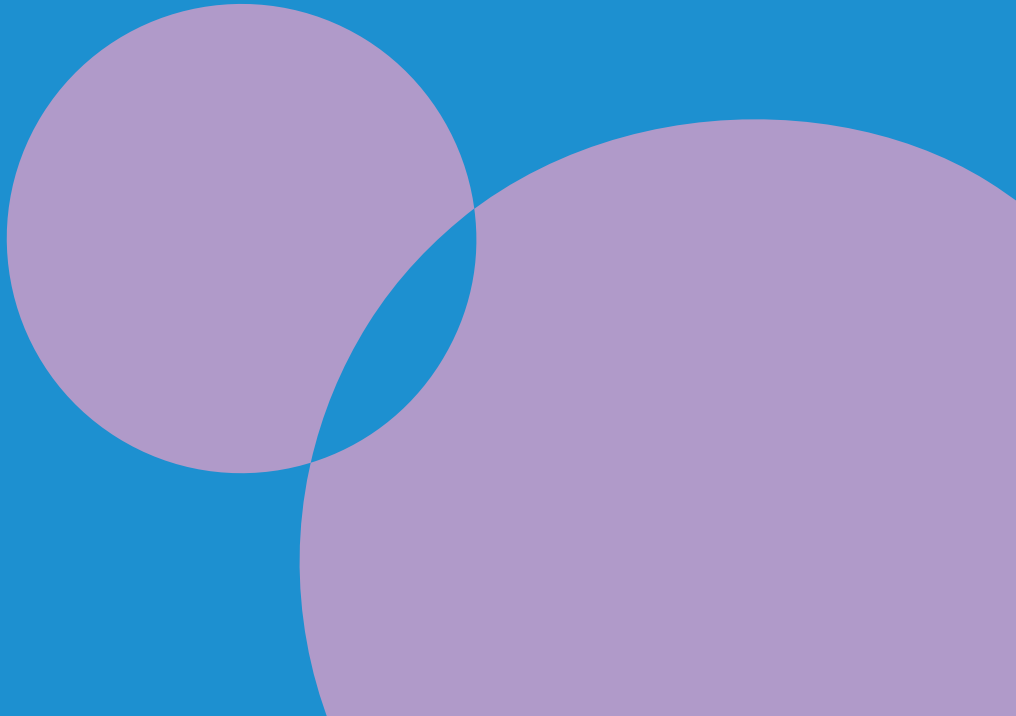


# WHAT TO EXPECT DURING YOUR FULL FIBRE INSTALLATION



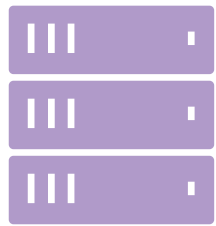
# HELLO! WE'RE CITYFIBRE

- We're the **LARGEST** UK independent **FULL FIBRE NETWORK**
  - We're not a broadband provider, but our network brings you **FASTER**, more **RELIABLE** broadband through a wide **CHOICE OF BROADBAND PROVIDERS**
  - Our network is available to over **3 MILLION** homes
  - Every day **100,000s** of customers connect to our network for their broadband
- 

# FULL FIBRE – ALL THE WAY TO YOUR HOME

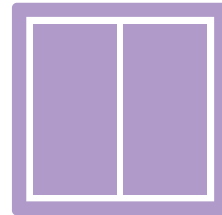
## Standard Fibre

The majority of fibre broadband services use fast fibre cables to the cabinet in your street, but then switch to slow copper cables to connect your property.



Exchange

Fast Fibre Cable



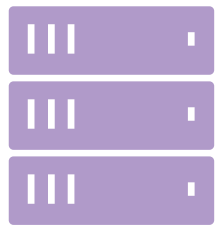
Street Cabinet

Slow Copper Cable



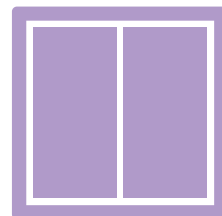
## Full Fibre

Full fibre broadband uses fast fibre cables that extend all the way into your home and deliver a connection that is fast and reliable.



Exchange

Fast Fibre Cable



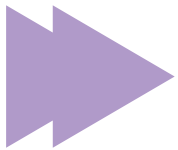
Street Cabinet

Fast Fibre Cable



# FULL FIBRE IS A GAME CHANGER

Full fibre broadband has lots of benefits over standard broadband connections, including:



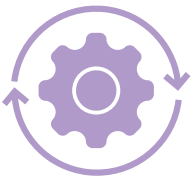
## FULL SPEED AHEAD

You can enjoy speeds up to 25x faster\* than standard broadband



## RELIABLE & SMOOTH

Experience less lags and less drops in connection



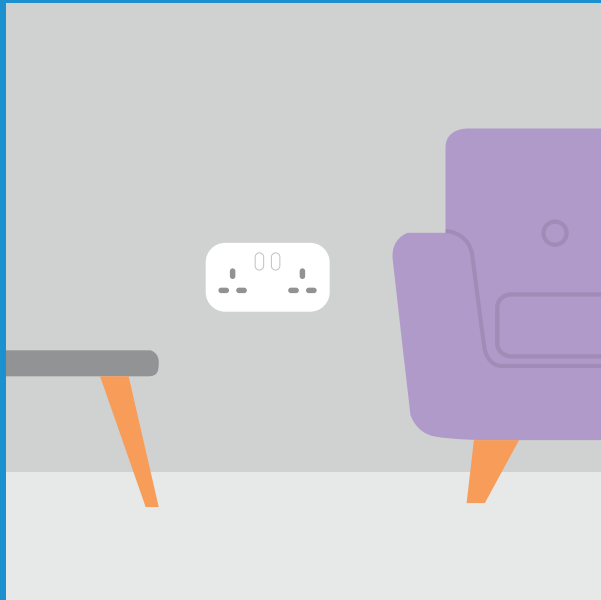
## LOOKS AFTER ITSELF

Our network tracks and fixes issues as they happen, and sometimes before!

\*As compared with comparable broadband packages delivered on standard fibre using copper cables. Visit [cityfibre.com/details](https://cityfibre.com/details) for info.

# LET'S GET YOU CONNECTED – BEFORE WE START

1.



Think about where you'd like the new connection. We'll need two plug sockets nearby to connect your equipment.

2.



We'll talk to you about the most effective route for your connection to ensure that you're happy before we start.

3.



Please keep pets and children away from working areas during installation.

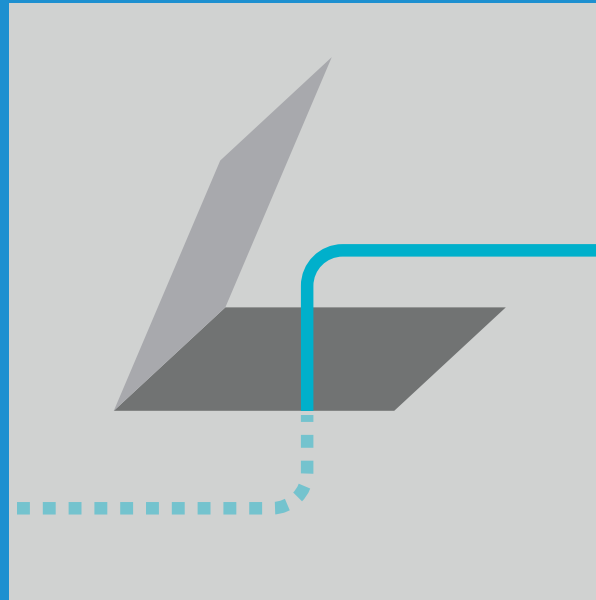
# HOW WE INSTALL FULL FIBRE

## 4. OVERHEAD



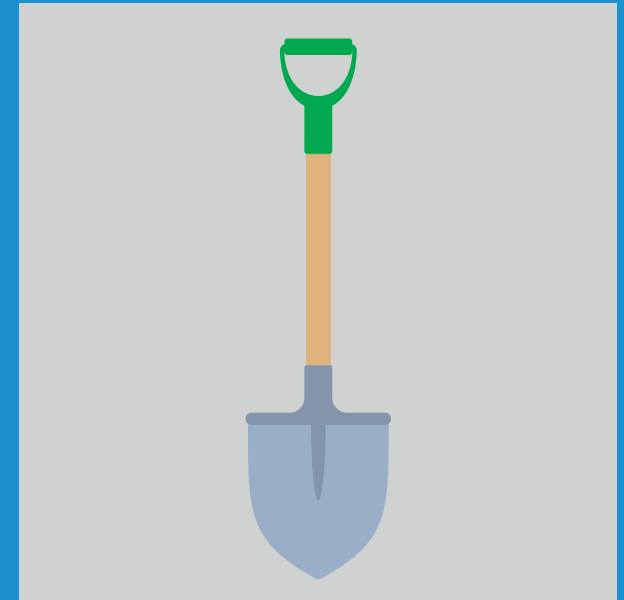
We drop a cable from a nearby telegraph pole down an outer wall of your home.

## USING PRESENT INFRASTRUCTURE



Or we run the cable to your home using existing underground ducts.

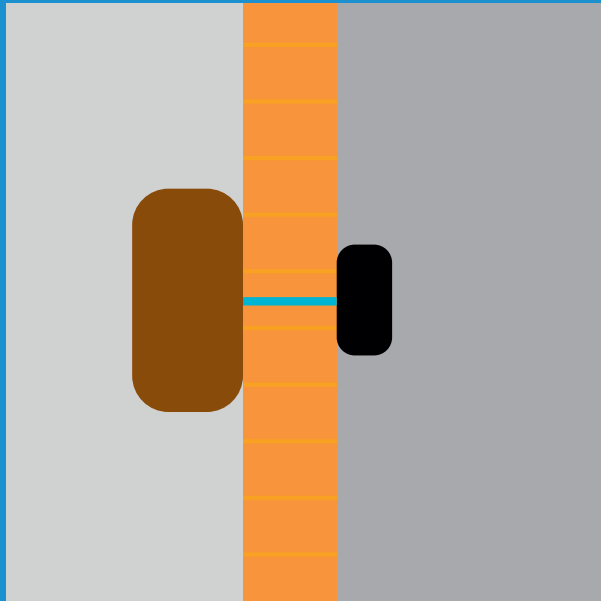
## UNDERGROUND



Or we dig a small channel up to your house to run our cable through.

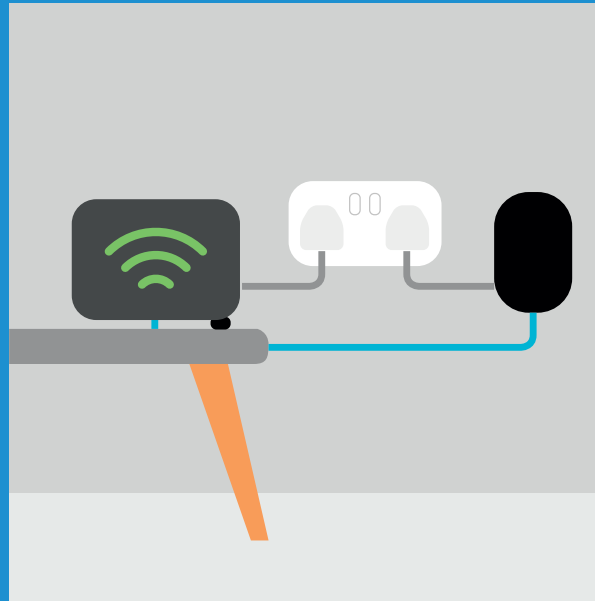
# BRINGING FIBRE INTO YOUR HOME

5.



We'll need to drill through your external wall to connect an external connection box to an internal connection box.

6.



After your router is connected, our team perform a number of tests to make sure your connection works.

7.



We'll tidy up after ourselves and leave you with your new faster and more reliable full fibre broadband!

# WE TAKE CARE WHEN WE INSTALL



Reviews 14,143 • Excellent



Source: Trustpilot June 2024.

## ANY QUESTIONS?