

# Upgrade your broadband network



openreach

Your property is currently eligible for UK government funding to improve your broadband under the Gigabit Broadband Voucher Scheme.

This means you can **claim a voucher worth £4,500\*** which would contribute towards building an Ultrafast Full Fibre broadband network for you and your community.

If you and your neighbours pledge and validate your UK Gigabit Vouchers we can get started on the build through our **Fibre Community Partnership** programme.

**Pledge your voucher at  
[openreach.co.uk/connectmycommunity](https://openreach.co.uk/connectmycommunity)**



**It's a process - not just a pledge**

**Six steps to Ultrafast Full Fibre broadband**

**1**

Visit the website and pledge your voucher towards the community's target

**2**

Encourage others to do the same

**3**

Look out for your UK government email to validate your voucher

**4**

We'll start building when we have enough confirmed vouchers

**5**

You need to order a full-fibre service when it's live

**6**

Look out for your UK government email and confirm you're connected

## My broadband speed is ok, why should I do this?

Fibre optic cables use light instead of electric signals – they're tough, weather-resistant, and data travels through them at almost lightspeed.

You may already have access to fibre through a superfast or FTTC broadband connection which is a mix of fibre and copper technology.

Ultrafast full fibre is different. It is a direct fibre connection from our exchange straight into your home or business and is up to 10x faster than the average connection\*\*.

You'll need an engineer visit and a new router, but it's ultra-easy to set up our fastest and most reliable broadband yet. Ultrafast is broadband that's ready for anything.

### Are there any terms and conditions I should be aware of?

Yes. By pledging and validating your voucher you are saying you'll order a full fibre service once it's available to you.

### Can I use the voucher to meet my current broadband costs?

No. The voucher can only be put towards the cost of the network build. You'll have to pay for a broadband package.

### How much will it cost?

Prices vary per provider. You could also ask your existing provider about an upgrade.

### How long will it take?

Our network build usually takes around 12 months, but it can take longer in some cases. Please note, vouchers from the Gigabit Broadband Voucher Scheme expire after 12 months.

## Why you should make the switch to Ultrafast Full Fibre broadband

Superfast vs Ultrafast	Superfast Fibre Broadband	Ultrafast Full Fibre Broadband
Download 2hr movie	Under 24 minutes	Under 2 minutes
Download 100 music tracks	Under 80 seconds	Under 7 seconds
Upload 2GB file	13.5 minutes	Under 73 seconds



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\*Voucher pledges and schemes are subject to Openreach Pledge Terms and current Gigabit Broadband Voucher Scheme terms and conditions. In some areas voucher values may be eligible for an additional top-up funded by the local council. The Gigabit Broadband Voucher Scheme address checker will indicate if this applies to you.  
\*\*Based on data from Ofcom 'UK home broadband performance, measurement period November 2020'.