

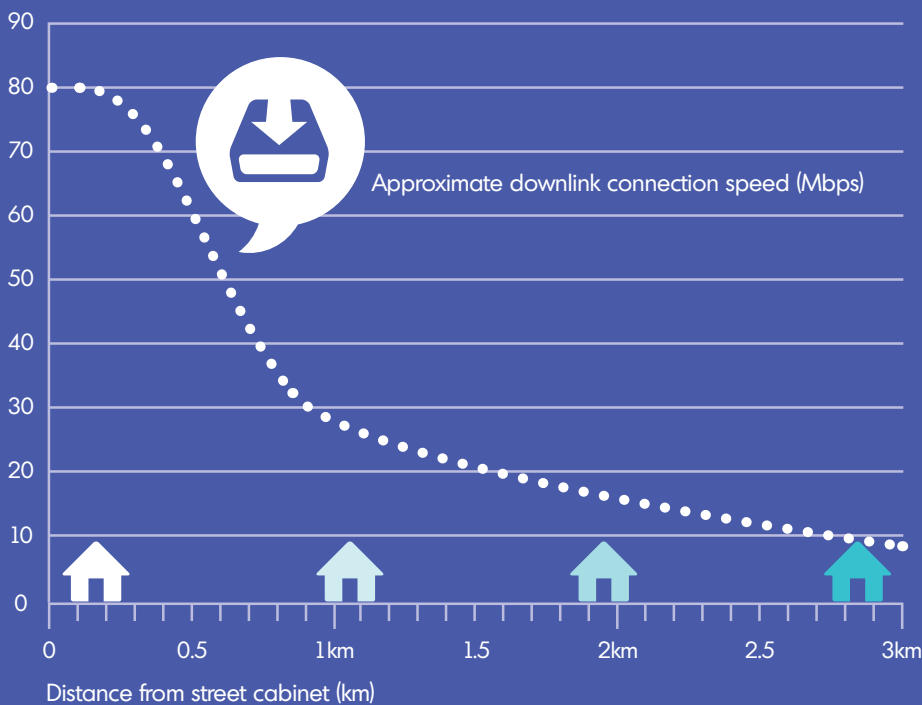
Are you on a long line?



Your cabinet is enabled for fibre, but unfortunately your premises are too far from the cabinet to benefit from an uplift to superfast speeds. This is called having a 'long line'.

This happens when the last part of the fibre journey is over the existing infrastructure and there is a distance limitation on the technology. The distance from the cabinet to your property has to be no more than 1.2 km - this is measured according to how the infrastructure cables are laid. The graph below will give you an idea of distance vs speed.

If you are out with this distance it will be harder for you to get superfast speeds (defined as above 24 Mbps). You may get a higher speed than you presently get on basic broadband by connecting to the new fibre service.



Please be aware not all Internet Service Providers offer a fibre uplift service that is not 'superfast' so you may need to research options through different providers.

In order to do this you will need to speak with your choice of Internet Service Provider. Below is how you should order fibre broadband if you are on a long line. A fibre broadband service may help you get speeds of between 5-15 Mbps, so you too can benefit from faster broadband.

Contact your Internet Service Provider

When you speak to them inform them that; "The telecoms cabinet my property is connected to is now enabled with fibre broadband access. I understand I cannot access 'superfast' speeds because of a line distance limitation issue. Do you have a non-superfast fibre broadband service of 5-15 Mbps?" Yes or no?

If 'no' - research the internet and check Ofcom accredited websites for other fibre broadband service providers who do offer a 5-15 Mbps fibre broadband service, www.ofcom.org.uk, www.broadbandchoices.co.uk or www.broadband.co.uk.

To our knowledge there are three suppliers who provide this service, although there may be other alternative providers:

BT Unlimited Faster Broadband

www.bt.com/broadband/deals/

Sky

www.sky.com/shop/broadband-talk

Zen Internet

www.zen.co.uk/yourhome/broadband-packages

Digital Scotland Superfast Broadband is aiming to deliver fibre broadband to as many premises as possible. It is too early to say what that might mean for you, but please be assured that alternatives are being looked at within the programme timeframe.



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