



















Customer Fibre FAQ's						
Website	<a href="http://www.bt.com">www.bt.com</a>	<a href="http://www.virginmedia.com">www.virginmedia.com</a>	<a href="http://www.sky.com">www.sky.com</a>	<a href="http://www.hyperoptic.com">www.hyperoptic.com</a>	<a href="http://www.zen.co.uk">www.zen.co.uk</a>	<a href="http://www.aa.net.uk">www.aa.net.uk</a>
FTTP/FTTH Ultrafast Broadband available?	Yes	Yes	Yes	Yes	Yes	Yes
Do I need to place an order before I move in?	Yes	Yes	Yes	Yes	Yes	Yes
Ability to work from Home	Yes	Yes	Yes	Yes	Yes	Yes
Will Wi-Fi be included?	Yes	Yes	Yes	Yes	Yes	Yes
Will I need Wi-Fi boosters?	It depends on the size of your home and its construction.	It depends on the size of your home and its construction.	It depends on the size of your home and its construction.	It depends on the size of your home and its construction.	It depends on the size of your home and its construction.	It depends on the size of your home and its construction.
How do I place an order?	Via our infrastructure providers - click to find out more	Via our infrastructure providers - click to find out more	Via the Sky website - click to find out more	Via our infrastructure providers - click to find out more	Via the Zen website - click to find out more	Via our infrastructure providers - click to find out more
Do I need to be at home for my installation	No	Yes	No	No.	No.	No.
What happens if my move in date changes, or I can not be at home for my installation	You won't need an engineer visit. We'll send you a Smart Hub and all you need to do is plug it in.	Ring or e-mail our dedicated on site support team to update them with your new requirements.	Call our customer service team on 03337591018 to amend your installation arrangements.	No problem, your pre-installed router is ready and waiting to go the moment you decide to move in.	You won't need an engineer visit. We'll send you a Smart Hub and all you need to do is plug it in.	You won't need an engineer visit. We'll send you a Smart Hub and all you need to do is plug it in.
Customer Service contact number	Call us on 0800 800 150	Call us on 0345 454 1111	Call us on 0333 7591 018	Call us on 0333 332 1111	Call us on 01706 902573	Call us on 03333 400 999
To review our full Terms & Conditions please visit:	<a href="https://www.bt.com/legalstuff/">https://www.bt.com/legalstuff/</a>	<a href="https://www.virginmedia.com/shop/th-e-legal-stuff/">https://www.virginmedia.com/shop/th-e-legal-stuff/</a>	<a href="https://www.sky.com/shop/terms-conditions/new/">https://www.sky.com/shop/terms-conditions/new/</a>	<a href="https://www.hyperoptic.com/legal/post/terms-of-service/">https://www.hyperoptic.com/legal/post/terms-of-service/</a>	<a href="https://www.zen.co.uk/website/terms-of-use/">https://www.zen.co.uk/website/terms-of-use/</a>	<a href="https://www.aa.net.uk/legal/">https://www.aa.net.uk/legal/</a>

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Website	<a href="http://www.aquiss.net">www.aquiss.net</a>	<a href="http://www.cerberusnetworks.co.uk">www.cerberusnetworks.co.uk</a>	<a href="http://www.fibre.net">www.fibre.net</a>	<a href="http://home.giga.net.uk">home.giga.net.uk</a>	<a href="http://www.orbitalnet.net">www.orbitalnet.net</a>	<a href="http://www.pinemedia.net">www.pinemedia.net</a>
FTTP/FTTH Ultrafast Broadband available?	Yes	Yes	Yes	Yes	Yes	Yes
Do I need to place an order before I move in?	Yes	Yes	Yes	Yes	Yes	Yes
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Customer Service contact number	Call us on 01746 708090	Call us on 0345 257 1333	Call us on 0247 771 2222	Call us on 03303116555	Call us on 0330 324 4444	Call us on 0114 299 1699
To review our full Terms & Conditions please visit:	<a href="https://support.aquiss.net/en/knowledgebase/article/terms-and-conditions/">https://support.aquiss.net/en/knowledgebase/article/terms-and-conditions/</a>	<a href="https://www.cerberusnetworks.co.uk/Terms/">https://www.cerberusnetworks.co.uk/Terms/</a>	<a href="https://fibre.net/faqs/">https://fibre.net/faqs/</a>	<a href="https://home.giga.net.uk/terms/">https://home.giga.net.uk/terms/</a>	<a href="https://www.orbitalnet.net/faqs/">https://www.orbitalnet.net/faqs/</a>	<a href="https://pinemedia.net/terms-and-conditions/">https://pinemedia.net/terms-and-conditions/</a>

Customer Fibre FAQ's						
Website	<a href="http://www.spectruminternet.com">www.spectruminternet.com</a>	<a href="http://www.structuredcommunications.co.uk">www.structuredcommunications.co.uk</a>	<a href="http://www.syscomm.co.uk">www.syscomm.co.uk</a>	<a href="http://www.talktalk.co.uk">www.talktalk.co.uk</a>	<a href="http://www.uno.uk">www.uno.uk</a>	<a href="http://www.vodafone.co.uk/broadband">www.vodafone.co.uk/broadband</a>
FTTP/FTTH Ultrafast Broadband available?	Yes	Yes	Yes	Yes	Yes	Yes
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Customer Service contact number	Call us on 029 200 22 345	Call us on 0203 301 4000	Call us on 024 777 12 000	Call us on 0808 239 4492	Call us on 0333 773 7700	Call us on 0333 304 0191
To review our full Terms & Conditions please visit:	<a href="https://spectruminternet.com/about-us/legal-policies/">https://spectruminternet.com/about-us/legal-policies/</a>	<a href="https://www.structuredcommunications.co.uk/structured-terms-conditions/">https://www.structuredcommunications.co.uk/structured-terms-conditions/</a>	<a href="http://www.syscomm.co.uk/">http://www.syscomm.co.uk/</a>	<a href="http://www.talktalk.co.uk/legal/terms/talktalk-product-terms.html/">http://www.talktalk.co.uk/legal/terms/talktalk-product-terms.html/</a>	<a href="https://www.uno.uk/legal/terms-and-conditions/">https://www.uno.uk/legal/terms-and-conditions/</a>	<a href="https://www.vodafone.co.uk/terms-and-conditions/">https://www.vodafone.co.uk/terms-and-conditions/</a>