

FREQUENTLY ASKED QUESTIONS

If I register now am I committed to taking the service?

No! Registration is just saying you are interested. There is absolutely no commitment at this stage. Registration will really help us get the project moving.

I'm in a contract with another provider so I can't register can I?

Yes you can register. You are not committed. Registration will help the scheme get started and will help us enormously. The project will take some time and it is likely your contract will have ended before we are ready to ask you if you want to commit to connecting your property.

I have a good speed now. Why would registration benefit me?

Few if any properties in the area have a fibre to the premises connection with speeds starting at 100mbps. Some will have fibre from the cabinet but this is likely to have a max speed of around 70mbps. As more and more use is made of the internet ever faster speeds will be needed. This connection will help future proof your connection into the future and will also make your property more attractive to buyers should you sell.

What will my commitment be if the project goes ahead and I decide to connect my property?

You will need to commit your 'connection voucher' from UK government. This can only be claimed by an official provider such as Broadway Partners, it cannot be claimed by individuals. Your connection will then be free of charge.

Once connected you will be in a contract for a minimum 12 month period. The minimum speed of 100 mbps currently costs £19.99 per month. After this you are free to leave if you wish but we very much hope you will be pleased with connection and continue. £19.99 is a very competitive price.

Would waiting for BT be a better idea?

There is no current evidence that BT are interested in extending even their existing superfast broadband service to those properties in our area that are not currently connected.

Any further questions?

You can call Tracey Price, Clerk to the Council on 01547 528575 or by email – presteigneandnortontc@outlook.com

or the Wales Regional Manager for Broadway Partners, Reece Simmons on 07870 549947 or by email reece.simmons@broadwaypartners.co.uk

Or go online at - <https://www.broadwaybroadband.co.uk/faq/new-customer/>