

# Fact sheet

## CityFibre's gigabit-capable full-fibre network Q&A

### Q: What's the offer?

A: Vodafone and CityFibre have entered into a partnership to bring next generation, gigabit speed services to your area. Your property is or will be close to their network and CityFibre would like to provide you with access to services delivered over their new full fibre network providing superior internet access.

### Q: I already have 'fibre' broadband. How is this different?

A: Although many services are dubbed as 'fibre broadband' the last stretch of network from the street cabinet to the premises is usually capacity-constrained copper cable. CityFibre use fibre optic cables at every stage of the connection, from the home to the Internet. This means Vodafone across the CityFibre network will be able to provide customers with exclusive ultrafast and reliable broadband services capable of gigabit speeds (1,000 Mbps). The network will open to all ISPs beyond Vodafone after the build phase is completed. With no copper wire to slow the network down, the ultrafast connection will transform users' online experience without the worry of home networks collapsing under intense peak use.

### Q: Why and what permission do we need?

A: CityFibre requires permission to install and maintain their apparatus whilst on private land. The wayleave agreement gives CityFibre access to the premises to conduct a detailed internal survey of the communal areas, enabling them to provide you with plans as to how they will undertake the installation. No installation works will proceed without your approval. When approved the wayleave then grants access to install, maintain and repair the network equipment.

### Q: What wiring and equipment will be installed?

A: An underground duct will be buried from the property boundary to the building. A fibre optic cable will be installed within the duct and connect to an internal or external distribution box. From the box a dedicated cable will be installed to each property either internally at high level enclosed with PVC trunking or

externally to the outside of the building. Access will not be required to an individual property until the resident requests the services.

### Q: What's the process?

A: Once you sign and return the wayleave agreement to us CityFibre will contact you to arrange a site survey. Plans will then be drawn up and sent to you for your approval. If approved, CityFibre will schedule the installation with you and residents will be notified in advance of the date and likely duration of the works. When the building has been connected to the network, the resident can then request Vodafone's services.

### Q: Is there a cost to you?

A: Absolutely not! There are no costs for any of the installation to lay the fibre optics and install the network access point and this offer will be available for a limited time only.

### Q: What if no one requires the services?

A: There is no obligation for any of the residents to take up Vodafone's services, you will simply be future proofing your building by enabling access to next generation, gigabit speed services from Vodafone which is recognised as the 'gold standard' in connectivity for its speed and near unlimited bandwidth and reliability.

This is the beginning of a full fibre revolution for the UK. Copper is dead and the switch-over to full fibre has started. Full speed ahead!