Welcome to your superfast home

Great news – Openreach has installed a Superfast fibre network in your home. It's capable of Superfast speeds of up to 80Mbps so everyone in the home can use high speed broadband, all at the same time.

Fast speeds – always

Depending on the package you buy from your chosen service provider you could be able to stream 4K films and music, catch up on TV on demand, make HD video calls, play games online, upload photos and video clips to social network sites, or work from home in exactly the same way as you do in the office.
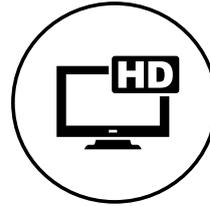
Phone service
Our network will carry your phone calls, even if you lose power you'll still be able to make calls.

Superfast broadband
You'll get access to high speed internet, for video calling, home working, in fact all your internet needs.

Media & Movies
Stream 4K movies to your TV, watch catch-up services, like BBC iPlayer and access YouTube video channels, live events and more.

Let's get started

To get started you just need to select your communications provider, the speed and package that's right for you

If you've got access to the internet, for example on your mobile phone, you can see which providers can supply superfast broadband to your home on the Openreach website.

www.openreach.co.uk/buysuperfast

Your telephone and broadband connections

If you're connecting a telephone only, you will need to plug your telephone into the wall-mounted Openreach master socket (pictured). If you are also connecting your service provider's router for your broadband service, you need to connect the telephone and router to the filter (provided by your service provider), this in turn connects to the wall-mounted Openreach master socket.

Your service provider should supply you with all of the set up details.

If your home doesn't have a connection point, please speak to your developer and they will liaise with Openreach on your behalf.

If something isn't working

If you have a question about your installation, or if you're experiencing problems with your phone or broadband service, you should report it to your service provider. They provide your service and hold all your account details. They are best placed to run tests to diagnose and resolve your problem as quickly as possible and, if necessary, they will contact us.

Before contacting your service provider, there are a few simple checks you an perform yourself which might resolve the problem sooner:

Check your phones/handsets aren't faulty:

Test each phone by unplugging them and re-connecting them one at a time – making sure to check Your Openreach equipment the line each time.

If using Wi-Fi, check your connection is working correctly:

Have you got another device you can test this from? Make sure all the cables are correctly connected and haven't become loose.

Check that you have power to your equipment:

Such as your phone, Openreach equipment and communications provider router, and that it is switched on.

Check any equipment that's connected to your telephone line:

This may include routers, televisions, set top boxes, modem, faxes, alarms and auto diallers (such as care systems).

Restart your broadband equipment:

Turn the power off and on again, allowing sufficient time for your equipment to power up.

If you own a smartphone with internet access, use our Network Status Checker:

See if we already know about a problem in your area that might be affecting your phone or broadband service.

You can find this at:
www.openreach.co.uk/networkstatus

To find more about superfast broadband visit:

www.openreach.co.uk/superfast