

Openreach Offers FY27

June 2026

openreach



Openreach Full Fibre & Ethernet Offers*

Notified 1 June 2026

Openreach is announcing a set of FTTP and Ethernet pricing offers designed to give our CP customers a range of tools to meet the intensifying competition in the UK broadband and ethernet market. These offers will help providers pass on better value and help end customers in the transition to full fibre

	Offer Overview	Targeted Launch
Frontbook ARPU Share Offer	<ul style="list-style-type: none">From 1 July 2026, Openreach will put a ceiling on what a CP pays, on average, for eligible new and upgraded FTTP lines. If the CP achieves average revenue on new and upgraded lines above £19.32 a month, their effective charge will be capped at that level.The £90 fee to swap to a 2.5G ONT will also be removed for upgrades to speeds of 1.8Gbps.This offer will run for 12 months.	1 July 2026
Incremental New to Openreach Offer	<ul style="list-style-type: none">From 1 October 2026, Openreach will offer CPs extra discounts on new FTTP connections that go above their historic run rates. The length of discount extends for higher tiers of increments.This offer will run initially for 6 months but can be extended to run for a further six months.	1 October 2026
Incremental New to Openreach Offer in VMO2 areas	<ul style="list-style-type: none">From 1 October 2026, Openreach will give CPs a £50 rebate for winning new broadband end customers in Virgin Media O2 areas (based on publicly available estimates). The offer only applies to end customer wins above historic run rates, so it's designed to drive growth.This offer will run initially for six months but can be extended to run for a further six months.	1 October 2026
Incremental Ethernet Net Demand offer	<ul style="list-style-type: none">From 1 October 2026, Openreach will offer CPs a free connection on new Ethernet net demand above 90% of their historic run rates. (capped at a maximum discount of 50% above the baseline)This offer will run initially for 12 months with six-month measurement periods	1 October 2026

*This Offer summary is provided for information purposes only. Full terms and conditions apply. In the event of any conflict between this Offer summary document and the terms and conditions of the applicable Special Offer, the terms and conditions of the applicable Special Offer shall prevail.

Frontbook ARPU Share and free 2.5G ONT Box Swap for eligible 1.8Gbps upgrades

Feature	Details
Offer window	1 July 2026 to 30 June 2027.
Eligible volumes	New FTTP provisions and bandwidth modifies completed during the offer window.
Commercial mechanism	£19.32 monthly Frontbook ARPU threshold; Openreach rebates any excess so effective average rental does not exceed the threshold.
Benefit period	Minimum 24 months per eligible circuit, running no later than 30 June 2029.
Additional feature	Eligible 1.8Gbps FTTP upgrades receive a free 2.5G ONT Box Swap for connections within the offer period, removing the standard £90 charge (irrespective of whether ARPU threshold met).
Offer framework	Sits alongside Equinox, New to Openreach National and New to Openreach VMO2 under their respective eligibility criteria and terms.

Offer summary Two time-limited FTTP offers designed to support higher-speed adoption: a Frontbook ARPU Share for eligible new provides and upgrades, and a free 2.5G ONT Box Swap for eligible 1.8Gbps upgrades.

Offer interactions The Frontbook ARPU Share sits alongside Openreach’s wider FTTP commercial framework. It does not replace Equinox and is not conditional on Equinox order mix targets. Existing FTTP circuits that do not change speed continue under relevant Equinox ARPU Share arrangements where applicable, and where more than one mechanism applies, Openreach will apply the better available outcome. The offer also sits alongside New to Openreach National and New to Openreach VMO2, each operating under its own eligibility criteria and terms.

National Incremental FTTP New to Openreach Customer offer for volumes above a CP-specific baseline

Slide summary	Details
Offer window	1 October 2026 to 31 March 2027, with a possible six-month extension after review.
Eligible volumes	New To Network (NTN) and Subsequent Provide FTTP orders completed during the offer period, measured against CP-specific baselines (calculated under a consistent and objective methodology).
Commercial mechanism	Volumes above baseline get a £35 connection rebate and a £9.50 monthly rental discount, with longer discounts for stronger performance at higher tiers.
Benefit period	18 months for up to and including 5% above baseline, 24 months for 5% to 10% above baseline, and 30 months for more than 10% above baseline.
Baseline approach	CP-specific baselines are derived from April 2026 NTN and Subsequent Provide run rates, adjusted for estimated Openreach FTTP footprint growth and CP-specific seasonality.
Billing approach	Standard prices and Equinox offer apply as usual. Rebates are paid quarterly in arrears through manual billing.
Offer framework	Sits alongside Equinox, the Frontbook ARPU Share offer and the VMO2 Incremental New to Openreach Customer offer.
Offer summary	This is a time-limited FTTP offer designed to drive incremental new end customer wins. CPs are rewarded only for NTN and Subsequent Provide volumes above their baseline. The offer combines a £35 connection rebate with a £9.50 monthly rental discount, and the length of that rental discount increases as performance rises through the tiers.
Offer interactions	The offer sits alongside Equinox and does not change standard pricing. Circuits continue to go through the usual Equinox discount treatment, with this offer paid back later through quarterly rebates. The offer also runs alongside the VMO2 Incremental New to Openreach Customer offer and the Frontbook ARPU Share offer.

Incremental FTTP New to Openreach Customer offer in VMO2 areas

Slide summary	Details
Offer window	1 October 2026 to 31 March 2027, with a possible six-month extension after review.
Eligible volumes	New To Network (NTN) and Subsequent Provide FTTP orders completed during the offer period in the pre-defined VMO2 set of postcodes (based on publicly available estimates), measured against CP baselines (set consistently and objectively).
Commercial mechanism	Volumes above baseline get a £50 one-off rebate paid on qualifying incremental connected lines.
Baseline approach	CP-specific baselines are derived from April 2026 NTN and Subsequent Provide run rates, adjusted for estimated Openreach FTTP footprint growth and CP-specific seasonality in VMO2 areas.
Billing approach	Standard prices and Equinox treatment apply at order stage. Rebates are then paid quarterly in arrears through manual billing.
Offer framework	Sits alongside Equinox, the Frontbook ARPU Share offer and the National Incremental New to Openreach Customer offer.
Offer summary	This is a time-limited FTTP offer designed to drive incremental new end customer wins in VMO2 areas. CPs are rewarded only for NTN and Subsequent Provide volumes above their baseline.
Offer interactions	The offer sits alongside Equinox and does not change standard pricing. Circuits continue to go through the usual Equinox discount treatment, with this offer paid back later through quarterly rebates. The offer also runs alongside the National Incremental New to Openreach Customer offer and the Frontbook ARPU Share offer.

Incremental Demand Ethernet Offer

Slide summary	Details
Offer window	1 October 2026 to 30 September 2027
Eligible volumes	New EAD 100Mb and 1Gb net demand during the offer window
Commercial mechanism	Volumes above baseline get a free connection, based on the average connection price of orders placed in the offer window (capped at a maximum of 50% above the baseline)
Baseline approach	CP-specific baselines are set at 90% of the level of eligible volumes between 1st April 2025 and 31st March 2026
Billing approach	Standard prices and offers apply as usual. Rebates are paid following each 6 month measurement period via a rebate 3 months after the end of the measurement period
Offer framework	Sits alongside the CLA, HNR Cx Offers, flat pricing offer, and alternative pricing offer

Offer summary This is a time-limited Ethernet offer designed to drive incremental new end customer wins. CPs are rewarded only for volumes above their baseline. The offer provides a free connection for each order above the baseline

Offer interactions The offer sits alongside other Ethernet offers described above and does not change standard pricing. Circuits continue to go through the normal treatment, with this offer paid back later through rebates after each 6-month measurement period. The offer also runs alongside the he CLA HNR Cx Offers, flat pricing offer, and alternative pricing offers

Links to key documents

Frontbook ARPU Share Offer	National New to Openreach Incremental Offer	VMO2 New to Openreach Incremental Offer	Incremental Ethernet Demand Offer
Briefing NGA2011/26 →	Briefing NGA2012/26 →	Briefing NGA2013/26 →	Briefing ETH022/26 →
Price List Entry → Price List Entry →	Price List Entry →	Price List Entry →	Price List Entry →
ACCN OR1106 → ACCN OR1107 →	ACCN OR1108 →	ACCN OR1109 →	ACCN OR1100 →