

## Q&A:

- **What is Superfast Leicestershire?**

Superfast Leicestershire is a Leicestershire County Council led programme which is bringing superfast broadband access to 96% of Leicester and Leicestershire homes and businesses by the end of 2018.

Leicestershire County Council works alongside an internet service provider to replace out of date copper wires with fibre optic cables. To date enough fibre cables have been laid across Leicestershire to stretch all the way to Paris, connecting over 70,000 properties.

- **How fast is superfast?**

Exact speeds will depend on where you live or how and the type of connection you have.

Fibre to the cabinet (FTTC): The fibre optic cabling runs from, or through, the telephone exchange to a local cabinet. Copper wires then run between cabinet and your premises. FTTC can deliver speeds of up to 80Mbps for downloads.

Fibre to the premises (FTTP): Fibre optic cabling runs directly from the exchange right into your premises. This can deliver speeds of up to 330Mbps.

- **What are the benefits of superfast broadband?**

If you are a regular internet user you will benefit from an upgrade to fibre broadband. Fibre does not just mean faster speeds but a more reliable service so you can always count on your broadband, no matter how many members of the family are online; playing games, streaming movies or using social media.

Home life is easier and more fun thanks to superfast fibre broadband. By upgrading you could start to enjoy television and music streaming services, download ebooks, make video calls across the globe and back up precious photo and video memories. You'll be able to connect to smart home technology such as video doorbells, central heating you can control from your phone and smart speakers and voice assistants. All at the same time, with no drop in speed.

For businesses, this resource is priceless. With superfast broadband you can work flexibly from home, start to use social media more often to promote your business or update your website. It's quick and easy to load high quality images to boost sales with superfast. You can also access leading edge software and save money by taking advantage of cloud based computing to access large amounts of data and files, and collaborate with colleagues and clients. Businesses may also be able to benefit from the Gigabit broadband voucher scheme.

- **What is the Gigabit Broadband Voucher Scheme?**

The government led initiative, intended to enable a full fibre Britain, is primarily aimed at SMEs who can claim up to £3,000 against the cost of the connection to a gigabit (1 Gbps) broadband network.

**To apply:** Check which approved suppliers are active in your area. Choose a supplier, ask them for a quote and once you're happy to go ahead, they will take care of the voucher application for you.

Check approved suppliers:

<https://gigabitvoucher.culture.gov.uk/for-businesses/suppliers/>

- **How do I upgrade?**

Once your area has become live the upgrade to superfast broadband is not automatic. You will have to contact an internet service provider and get a quote; your current contract may still need to be honoured until it ends. Upgrading is the perfect opportunity to shop around for a better deal; comparison websites offer an easy way to compare providers and services they can offer you so you can make sure you're getting the best deal for you.

Answers to more potential questions can be found here:

<https://www.superfastleicestershire.org.uk/category/faq/>