

Estate Fibre Broadband Programme - frequently asked questions

Why is the council doing this?

There are areas in the borough with poor connectivity. Improvements have been made as most council estate residents can access fibre broadband internet from Hyperoptic and Community Fibre. However, there is more to do, particularly in Rotherhithe and Bermondsey.

What is the role of the council in this project and how much is being spent by the council?

This programme is being delivered at no cost to the council. Fibre installations on all estates are fully-funded and managed by the providers. The council, as a landlord has given permission to Community Fibre, Hyperoptic and Openreach to install.

Why did you choose Hyperoptic and Community Fibre?

The council chose Hyperoptic and Community Fibre as they could offer as soon as possible faster fibre broadband internet to council estate residents. By installing their own full-fibre broadband networks and offering competitive broadband internet package services to council home residents, they provide competitive prices alongside existing services in the market.

The internet provider is on-site and I have a query about the works being completed?

If you have any queries regarding works being completed on your estate, contact the council's [Better Broadband team](#).

Now that fibre broadband is available on my estate, do I have to switch to the new provider?

No. if you're happy with your current service, you can continue your contract with them. If you aren't happy with your service, consider changing provider.

Can I keep my telephone landline and existing TV package?

Hyperoptic and Community Fibre

Yes, Hyperoptic and Community Fibre fibre broadband internet services do not require a telephone landline. Please contact [Hyperoptic](#) and [Community Fibre](#) for details of their offerings and changes to your existing services if you choose.

Openreach

Yes, Openreach's programme focuses on upgrading fibre broadband and will not affect existing telephone landlines and TV packages. Check your postcode

at [Openreach Fibre First programme](#), and or, there are broadband comparison websites you can look up and search.

I do not live on a council-owned estate, can I benefit from the improved broadband service?

Hyperoptic and Community Fibre

Hyperoptic and Community Fibre are currently only delivering on council-owned estates, but the providers do intend to extend out to private homes soon.

You can register your interest with [Community Fibre](#) and [Hyperoptic](#).

Openreach

Openreach are currently delivering on council-owned estates and plan to upgrade private homes too.

Hyperoptic and Community Fibre have already been installed in Southwark, will the Openreach network upgrade cause any disruption on Southwark's council estates?

The council is working closely with Openreach to ensure minimal disruption for residents during the installations and to ensure works are completed to the quality expected.