

Get **Superfast** Broadband Newcastle Great Park

Frequently Asked Questions

What is FibreConnect?

FibreConnect is an ultrafast broadband service provided by Wildcard Networks using our FTTP technology. This is typically installed where large clusters of businesses and residential homes are without an affordable means of ultrafast broadband and where there is no expected plans for this kind of internet access to be installed by other providers in the area.

What is FTTP?

FTTP (Fibre to the Premise) is where your home is directly connected to the street cabinet using fibre optic cable instead of using a traditional copper based telephone line. Due to the properties of transmitting data through fibre optic cable, distance is far less of a factor and the connection's ability to transfer more data is increased. As our street cabinets are also connected via fibre optic cable to our ultrafast core network you can benefit from reliable and ultrafast broadband.

Which Package is right for me?

This will depend on a number of factors including how many people are using the internet connection and what the internet connection will be used for; using broadband for web surfing/email will not require as much bandwidth as uploading and download large media files such as video or audio. You can always contact Wildcard's friendly team on 0333 344 8088 (Mon-Fri 9am-5pm) to help you decide what is best for you.

Do I need a BT phone line?

You do not require a BT phone line to use our FibreConnect broadband service as it is delivered directly to your home via fibre optic cable. Wildcard Networks will also be providing a competitive Telephone service which is also delivered over the fibre optic connection, if you would like to find out more information about our telephone service please contact Wildcard on 0333 344 8088 (Mon-Fri 9am-5pm). However if you wish to maintain your existing telephone service you will need to continue your line rental and telephone service with your current provider.

I already have a BT phone line why do I need to pay an install fee?

If you're opting for our 12 month contract a nominal installation fee applies, this is to connect your home to our FibreConnect service via a fibre optic cable to our ultrafast connected street cabinet in your area. The FibreConnect service does not use your BT phone line. Wildcard Networks is offering free installation for those wishing to take out a 24 month contract.

How long will it take to install the service?

Wildcard Networks is currently accepting pre-registrations from Newcastle Great Park residents, we require a minimum of 50 pre-orders to enable us to begin the planning application stages to install our ultrafast network to some dedicated street cabinets in your area. Currently Wildcard Networks is working to a schedule to begin installation this Spring / Summer.

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Will I have no internet during the change over from my previous supplier to FibreConnect?

No. As our ultrafast FibreConnect broadband service is delivered over a dedicated fibre optic cable directly to your home it will not impact your existing internet service. Shortly after placing an order for FibreConnect broadband you will be contacted by a member of our installation team to organise an installation date. We would recommend that you cancel your existing broadband service after your new FibreConnect installation has been completed to ensure you maintain internet service.

How will Wildcard support the service?

Customers can contact our support staff via phone on 0333 344 8088 (9am-8pm Mon-Fri and 10am-5pm Saturday) or email support@wildcard.net.uk all services are provided with a one working day fault response and as such all service affecting issues will be responded to before the same time of the next working day.

Can I use my own router?

As part of the FibreConnect service Wildcard Networks will provide a wireless router suited to this type of broadband service. For customers wanting to use their own router please contact our helpful team on 0333 344 8088 (Mon-Fri 9am-5pm) to confirm it is compatible.

Will FibreConnect work with my other equipment/services?

FibreConnect is designed to be a typical internet connection and should work with most equipment and services without configuration however some equipment/services may require reconfiguring. In this instance, we recommend that you consult an IT support specialist/company or the equipment/service's installation manual.

What will affect my broadband speed?

Many internal and external circumstances can affect your connections ability to transfer data. Internally if the connection from your device to your router is slow then your connection to the internet will be limited by this, we recommend for best performance that devices are connected to the router with a network cable especially if you are performing a speed test to check your internet connection. Another consideration is how much traffic is being transferred on your network if there is a lot of people using the internet in your home or office then this may result in less available capacity on the connection.

Externally, FibreConnect is a broadband service and as such the main connection to the cabinet that provides internet access is shared, on rare occasions, such as times of extremely high usage, or peak times this can become congested slowing the rate of data you are able to transfer to allow a fair share of bandwidth for all users.

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What are the Pricing Packages, is there any setup costs admin fees/Install fees etc?

We have worked to ensure that the pricing fits with that expected of the marketplace, however at this stage pricing is provisional and based upon demand. The proposed pricing starts at £40/Month for 100Mb package and £55/Month for a 200Mb package. No line rental is required for the service as this is delivered over Fibre to the Home. A £150 installation fee will be payable on the 12 month contract with a free install on a 24 month contract.

What are the Contract Lengths Available?

We will be providing a 12 month and 24 month contract.

What happens if a customer leaves the contract early, is there any early termination fees/other costs?

Due to the significant capital costs in deploying the solution we will require customers to be bound to a minimum duration contract. In the event that the customer cancels within contract a fee equivalent to 80% of the remaining payments due under the contract will be payable.

Are the speeds guaranteed?

The speeds quoted are headline rates and are the maximum data-rates deliverable under the service. Speeds can vary based upon internal issues - such as using Wi-Fi, and other usage within the household, as well as general capacity to your area. As the technology we intend to deploy is fibre based - line length and quality issues don't play as much of a factor as traditional copper based broadband (which typically cause the majority of speed issues). We would expect you to receive (to your home) between 80%-100% of your headline rate during normal use. Contention and capacity from our core network to your area will be monitored to ensure any congestion is minimised.

Is there any download limits/fair usage policies?

No download limits will be in place. A fair usage policy will be in place to safeguard the availability of the service for the majority. The fair usage policy will not impact customers with a monthly transfer of less than 1000GB (which in realistic terms is 940hours of HD movies per month). Customers persistently exceeding the fair usage policy will be contacted in the first instance, however we do reserve the right to implement traffic prioritisation to ensure other customers are not effected.

How can we defend against price increases?

The best defence against price increases would be to ensure good uptake of the service. Our ethos as a local company is to build community relationships and deliver the best service possible, providing we maintain a good customer uptake we would have no reason to adjust our commercials out of line of market pricing for a FTTP service.

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Will Openreach be fitting the lines or is this all done by Wildcard Networks?

The installation of the fibre optic cable into the home will be completed by Wildcard Networks or one of our sub-contractors.

Will there be any duplication charges if customers already have phone lines and tv with Sky/BT?

We provide both a broadband and telephone services so these can be cancelled with your existing provider if you wish. We don't provide a TV service and this would need to be continued with your existing supplier.

What will the impact be like on roads around the area will there be roads being dug up?

As we will be utilising existing ducting the impact will be minimal, we will not require roads to be dug up to install ducting. We will however need to install our street side cabinet and associated infrastructure which will require civil engineering works, this is likely to be in the verge and of minimal impact.

What would the customer support process be, do all customers have direct access to customer support from Wildcard Networks?

All customers will receive support directly from Wildcard Networks. We are locally based and our support desk will be available from 9am-8pm Mon-Fri and 10am-5pm Saturday via a local rate number.

Will Wildcard Networks offer routers for customers who don't have their own including setup help for those not tech savvy?

A preconfigured wireless router will be provided with the service - additional hardware such as wireless extenders will be available as optional extras.

What will happen to my telephone service once it has been switched over?

The FibreConnect service does not use your telephone line, it is delivered directly to your premises via an ultrafast fibre optic cable this means there will be no impact to your telephone service with your existing provider. Wildcard Networks will also be providing a competitive Telephone service which is also delivered over the fibre optic connection, if you would like to find out more information about our telephone service please contact us on 0333 344 8088 (Mon-Fri 9am-5pm). However if you wish to maintain your existing telephone service you will need to continue your line rental and telephone service with your current provider.