

Fibre to the Cabinet (FTTC) FAQ's

What is Fibre to the Cabinet (FTTC)?

Fibre to the Cabinet (FTTC) is part fibre optic cable and part copper infrastructure and is capable of delivering download speeds of up to 80Mb down/20Mb up. That's double the speed of an ADSL 2+ connection.

Is FTTC available in my area?

Fibre to the cabinet is available in certain areas, with your phone number we can tell you if you are in an area where FTTC is available and the speed available which depends on a number of factors.

How does it work?

FTTC is a mix of new fibre technology and the existing BT copper wire telephone network. Fibre optic cables run from the telephone exchange to the green cabinets you see on the street. From there, standard copper cable runs to your property. VDSL technology is used to transmit broadband signals on a different range of frequencies to existing ADSL services, meaning it can go much faster.

How fast is FTTC?

This is dependent on a number of different factors the maximum speeds are in the table below, however a consultant will be able to give you a closer speed estimate using your telephone number.

How reliable is FTTC?

FTTC is a new product and BT and other main suppliers still aren't aware of the faults and developed solutions for these faults. As FTTC is used by customers and issues are ironed out we will be able to give a more definite answer on how reliable FTTC is.

What is the lead time of FTTC?

5 – 10 workings days (as of April 2011)

Do I need a spare analogue line for FTTC?

Yes, you will need a line

Can I have multiple static IP's on FTTC?

Yes, if you wish.

How long will it take the engineer to install the service?

It shouldn't take longer than 3-4 hours as a maximum. Your broadband and Telephone will be down for the majority of the time that the engineer is working.

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What happens on install day?

The engineer will disconnect your ADSL service and switch you over to FTTC at the exchange and cabinet. The engineer will install the Openreach modem and fit the data extension cable if needed. We'll have sent you out our router before the install day so you'll need to set this up (instructions will be included in the box). So long as everything works OK the engineer will close the appointment and leave you to enjoy the new service.

When will I get FTTC broadband?

Whilst Openreach are rolling out super fast fibre access to 66% of the UK by the end of 2015, with the best in the world, we can't answer that one. It's down to your internet service provider. BtL will be able to roll this out at the same time as BT.

Does FTTC work with the following equipment?

Third-party modems and routers

If you use an ADSL modem or router at the moment, it's unlikely to be compatible with FTTC. This is because FTTC uses VDSL rather than ADSL technology, delivered through the Openreach modem. Your router will need an Ethernet WAN port so it can connect to the Openreach modem..

Linux Computers

Linux computers will work fine over a FTTC. However, not all FTTC services will work on a Linux machine, and our FTTC installation CD only works on Windows and Mac computers. This is because Linux has many different variants, from Linpus Lite to Ubuntu, with custom features set up by Linux owners. There's no standard wireless application across the variants of Linux to allow us to test our installation CD. Our installation engineer won't be able to help you get a Linux computer connected to the Internet