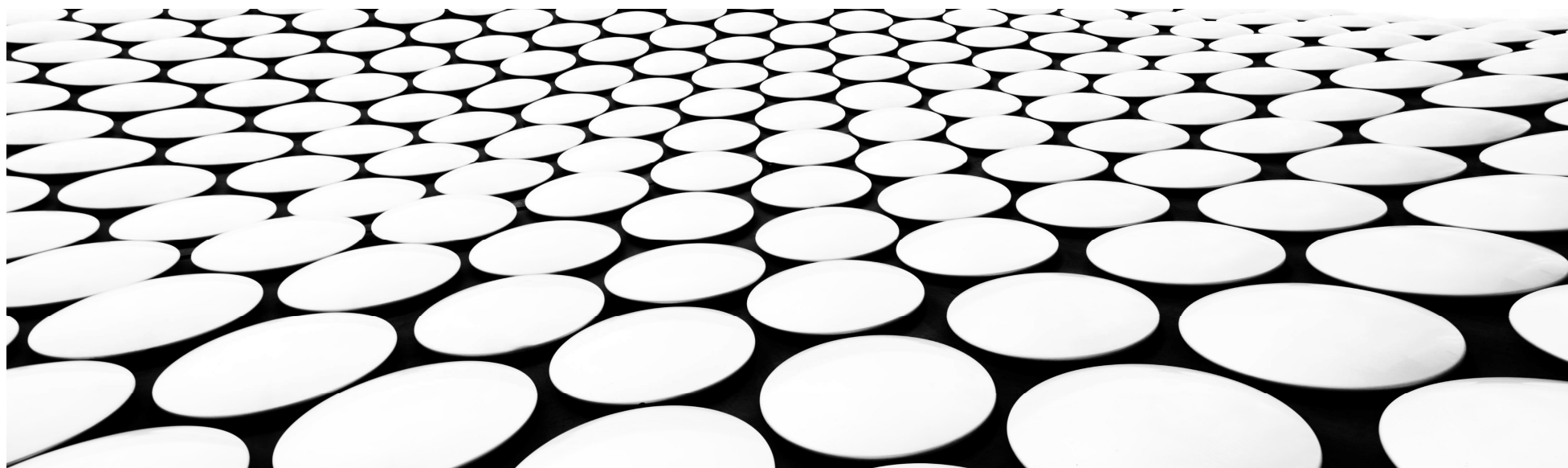


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# GIGABIT VOUCHER SCHEME FOR RESIDENTS

GREAT AND LITTLE WILBRAHAM INITIATIVE



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## A FEW QUESTIONS, ANSWERED

- Q: When will my installation be completed?
  - A: You will be contacted by Cambridge Fibre (CF) for an appointment. CF is required by the government to complete all installations before the end of March 2022. As of the 1<sup>st</sup> of March 2022, CF has informed that there may be a slight delay in delivering connections to Little Wilbraham residents due to infrastructure issues. CF has requested the government to extend the voucher scheme for Little Wilbraham.
- Q: How long does the installation take?
  - A typical installation takes about half a day.
- Q: What does an installation involve?
  - A: CF shall bring a Fibre optic cable to your home from a connection on the “Street”. This is a separate cable from your current Phone/”BT cable”. They will then install 2 devices in your home, one will convert the signal from the Fibre optic to “internet” and the second is a Wifi router. The installation and devices are provided for free if you are a voucher holder.

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## A FEW QUESTIONS, ANSWERED

- Q: Will my current phone/"BT cable" be removed?
  - A: No, your current installation shall not be touched during this process. You will receive a separate, new fibre optic cable that will carry your broadband signal.
- Q: When should I disconnect from my current internet provider?
  - A: This is dependent on the length of your contract, penalty clauses etc. My personal view is that it is best to have the CF connection active and then give notice to your current provider. This will avoid any disruption to your service. Another option is to assume that you will get your connection installed by the end of March/April and give notice accordingly.
- Q: Will CF connection provide a phone service?
  - A: No. The CF connection only provides broadband service.

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## A FEW QUESTIONS, ANSWERED

- Q: What do I do about my phone connection?
  - A: There are several options for this:
    1. Cancel your broadband service with your current provider and keep your phone service with them.
    2. Cancel your phone and broadband service with your current provider and move to “Voice over internet protocol” (VOIP) phone. There are many providers for VOIP service, a search on the internet will give you many options. You can move your current phone number to your selected VOIP provider (similar to the way mobile phone numbers are ported between different providers).
- Q: What is a VOIP phone and how does it work?
  - A: A VOIP phone uses the “internet” to make and receive calls rather than the traditional “BT copper cable”. **An important consideration for a VOIP phone is that in the event of a power outage, it will not work.**
- Q: Who do I contact if I have questions?
  - A: Please email CF on [info@cambridgefibre.uk](mailto:info@cambridgefibre.uk)