

FAQs for Broadband

Q. What can the Council do to help me with high speed broadband?

The Council is supporting two programmes for high speed broadband. These are:

- The Scottish Government R100 Programme which is delivering Superfast broadband (30 Megabits per second) through a contract with BT Openreach.
- The UK Government Project Gigabit which will deliver Gigabit-capable broadband (1 Gigabit per second) through contracts with various broadband suppliers.

Commercial rollout of fibre broadband is also happening through companies like BT, Virgin, Sky, and TalkTalk in parts of Perth and Kinross. Through the combination of the government and commercial programmes it is anticipated that 85% of premises in Perth and Kinross will have access to Gigabit capable broadband by 2025, and 100% will have access to Superfast broadband by 2028.

The Council does not have any control over how these programmes are delivered. However, our Digital Engagement Team works to spread awareness of the broadband programmes and improve digital connectivity across the Tayside region. Anyone who has a related enquiry is welcome to contact the Team directly by phone or email (see contact details below).

Q. How do I see what the plans are for high speed broadband in my area?

There are various ways to check the plans for your area. You can:

- Check your postcode on the [R100 website](#)
- Check for updates on the [Project Gigabit website](#)
- Look at [Openreach's commercial plan map](#)
- Check your postcode on [Openreach's fibre checker](#)
- Other suppliers may publish their plans on their website. You can also contact them and ask.

Q. According to the R100 address checker I am in a planned area for superfast broadband. Does that mean that I will definitely get it?

Fibre to the Premises (FTTP) is currently being built in Perth & Kinross by Openreach. This is much faster than the old copper network but is time consuming and costly to build. Detailed surveys commence around six months before deployment in each community. You will be able to see through the links in the answer to the above question once a high speed service is available at your address.

Technology issues can arise which may alter the plans. There is never any guarantee but everyone involved is working hard to roll out Superfast broadband to as many people as possible.

Q. How do I get high speed broadband once my property has been upgraded?

The current broadband rollout is now mostly fibre to the premises (FTTP). Once your premises has been upgraded you will need to order a new broadband service to access the high speeds. There are often a variety of internet service providers in an area and you can compare their packages at a website like [Broadband Choices](#). Just choose the service that best meets your home or business needs.

Q. According to the R100 address checker I am eligible for a £5,000 voucher – what are these?

Some properties struggle with low speeds and are not included in government or commercial broadband delivery plans. These properties may be eligible for a £5,000 subsidy towards the cost of connecting to Superfast broadband.

There are several technologies which can be used to deliver the connection including fibre, fixed wireless, mobile, or satellite broadband. Wireless and satellite options are particularly useful in more rural areas. More information about the R100 Scottish Broadband Voucher Scheme can be found [here](#).

If you would like to learn more about the voucher scheme and discuss your options, you can contact the Digital Engagement Team using the contact details below.

Q. Will my voucher cover all the costs?

Vouchers provide a subsidy towards installation and equipment costs. They do not cover any ongoing costs once the connection has been installed.

Installation of Fixed Wireless, Mobile and Satellite broadband should all be covered by the available vouchers. Full-fibre installations are generally more expensive, and costs may not be fully covered by the voucher. In this instance, there are a couple of options available:

- Your property may also be eligible for the UK Government's Gigabit Broadband Voucher Scheme (GBVS) which offers an additional subsidy of £4,500. The GBVS closes periodically and so may not be open at the moment. You can contact the Digital Engagement Team for more information (see below).
- If your property receives internet download speeds of less than 10Mbps, you may also be eligible for the £3,400 subsidy from Ofcom as part of the Universal Service Obligation. More information can be found [here](#).
- If you are near other premises eligible for broadband vouchers your vouchers can be combined to increase the chance of costs being covered.

Please contact the Digital Engagement Team for more information and support (see below).

Q. How do I check my internet speeds?

You can check the speeds you are currently receiving [here](#). For most accurate results, check at a quiet time when there are no other devices connected. If you are receiving a download speed below 30 Mbps then contact your current broadband supplier (e.g. BT) who may be able to help. If they are not able to increase the speed to 30 Mbps then you can submit an enquiry to R100 – see question below.

Q. I don't think I am getting speeds of more than 30 Mbps, what can I do?

The Scottish Government aims to give everyone access to Superfast broadband (at least 30 Mbps). You can check the plans for your property using the address checker [here](#). If the checker wrongly says that you already have Superfast broadband, then you can query this using [this link](#). If your query is successful, you will become eligible for a £5,000 voucher towards the cost of getting connected to Superfast broadband. For more information about this please contact the Digital Engagement Team using the details below.

Q. I don't think I am getting speeds of more than 10 Mbps, what can I do?

You have a legal right to a “decent” broadband connection, defined by the UK Government as a minimum download speed of 10 Mbps and upload speed of 1 Mbps.

You may be eligible for support under the Universal Service Obligation if all the following apply:

- You are not receiving a “decent” broadband connection (minimum 10 Mbps)
- The cost of a “decent” service to your property is over £56.20 per month
- Your property will not be covered by government or commercial broadband rollout in the next 12 months
- The cost of upgrading the connection to your property is under £3,400 (if it is over this you would need to pay the excess).

You can find out more about the Universal Service Obligation [here](#). The Digital Engagement Team are here to help if you have any questions. They can be contacted using the details below.

Q. What are the alternatives to full fibre broadband and are they any good?

Sometimes it is not possible to build a fibre connection to a property because of time and cost constraints. Luckily, there are several other technology options which can provide a Superfast service. These are fixed wireless, mobile, and satellite broadband. You can find out more about them [here](#). If you would like a more detailed explanation of the pros and cons, or to discuss the best option for your property, you can contact the Digital Engagement Team using the details below.

Q. I can't wait for the national superfast broadband programme, can I develop a community broadband project?

If plans to build high speed broadband to your area are far off, your community could explore installing fibre broadband yourselves. This is likely to be expensive, although if you have access to government vouchers they will lower the cost.

One way to do this is through a Fibre Community Partnership with BT Openreach. You can register your interest [here](#). Other broadband suppliers may also be able to develop a broadband project for your community.

If you would like more information about your options please get in touch with the Digital Engagement Team using the contact details below.

Q. My broadband comes from a green cabinet and I am some distance from it. Does this affect the speed I will get?

The Fibre to the Cabinet (FTTC) technology relies on old copper cables which provide the broadband to your premises. The signal on copper wires degrades with distance and this reduces the speed that you are likely to get. Once your property is upgraded to Fibre to the Premises (FTTP) this will no longer be an issue as fibre cables maintain the quality of the signal regardless of distance. Unfortunately it may take a while to upgrade your property to FTTP due to time and cost constraints. If you have a problem with your existing line you should report this to your service provider as they may be able to improve it in the meantime.

Q. I think I am connected to an Exchange Only Line. What does that mean?

The vast majority of premises have historically been connected to a green roadside cabinet which then connects to the local exchange. However, a small proportion of business and consumer properties are served directly by the local exchange rather than by a green cabinet – these are called “Exchange Only” lines. As part of the government and commercial rollout, exchange only lines will be replaced with Fibre to the Premises (FTTP).

Any other questions?

Answers to more FAQs can be found on the [R100 website](#).

Contact details: Digital Engagement Team

If you have any further questions please just get in touch by email or phone.

Email: digitalengagement@taycities.co.uk

Phone: 01738 475000 – Ask for Rosie or Keir from the Digital Engagement Team.

Links:

R100 website: www.scotlandsuperfast.com

Twitter/X: @DigConnectScot

Project Gigabit webpage: www.gov.uk/guidance/project-gigabit-uk-gigabit-programme

Perth & Kinross Council: <https://www.pkc.gov.uk/broadband>