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 Openreach.
- The UK Government Project Gigabit which will deliver Gigabit-capable broadband (1000 Megabits per second) through contracts with various broadband suppliers.

Commercial rollout of fibre broadband is also happening through companies like Openreach, Virgin, and Gigaloch in parts of Perth & Kinross. 90.5% of premises in Perth & Kinross have access to a Superfast broadband connection. Through the combination of the government and commercial programmes it is anticipated that this will rise to 100% by 2028.

The Council does not have any control over how these programmes are delivered. However, we are supporting them to improve digital connectivity across Perth & Kinross.

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. 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. The links in the answer to the above question will show 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 fixed wireless, mobile, or satellite broadband. Mobile and satellite options are particularly useful in more rural areas. The vouchers cannot be used to install fibre broadband. More information about the R100 Scottish Broadband Voucher Scheme can be found here.

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 will usually be covered by the SBVS vouchers. However, there are a few other funding 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 check the website for more information.
- 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.

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.

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.

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 GBVS vouchers they will lower the cost.

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

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).

Contact details: Economic Development Team

If you have any further questions, please get in touch with Alan Dobson by email or phone.

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Links:

R100 website: digitalconnectivity.campaign.gov.scot/browse/broadband/reaching-100

Twitter/X: @DigConnectScot

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