



Llywodraeth Cymru
Welsh Government

***Superfast
Broadband***

***Find your
superfast solution***

Superfast Broadband

gov.wales/broadband

We want every property in Wales to be able to access fast, reliable broadband.

The vast majority of homes and businesses in Wales can now access superfast broadband, largely as a result of our Superfast Cymru programme. However, there are still some properties without access to a superfast broadband connection.

Although many properties use a fibre based broadband connection, there is no one size fits all solution for accessing superfast speeds. There are a range of different technology options and financial support available.

Our simple guide will take you through the questions you should consider to help you understand the **options and support available for accessing faster broadband now.**

1) What broadband service can I currently get?

Firstly **check if you already have access to a fibre broadband connection.** Our Superfast Cymru programme with Openreach rolled out superfast broadband access to most homes and businesses in Wales. You may already be able to get it.



Search online:
Openreach Fibre Checker

If you do have access, you will need to upgrade or place an order with a provider. This won't happen automatically.



Remember:

- You can choose any provider to supply your broadband as long as they offer fibre broadband services.
- If fibre is provided to you via **Fibre to the Premises (FTTP)**, one of the newer technologies used to deliver fibre broadband, you will need to use a provider that offers services this way.

Check: Advice on ordering superfast broadband at gov.wales/broadband

- There are other suppliers that have broadband networks in Wales and we recommend that you look at all the options available to you.

Check:

- **Ofcom Broadband Availability Checker**
- **Directly with broadband providers**
- **Price comparison websites.**

If you already have broadband but its not fast enough **check Ofcom's advice on how to boost the speeds of your current service** before you look into the other options available.



Search online:
Ofcom – Practical tips for improving broadband speeds.

2) Are there plans for fibre broadband to be rolled out in my area?

If superfast broadband isn't currently available at your property you may be **included in future roll out plans.**

Private companies are expanding their networks so we recommend you check directly with broadband providers to see if you may be part of their future plans.

Where private companies have no plans, we want to extend the reach of superfast broadband even further. One of our solutions to do this is to build more fibre broadband to homes and businesses using public funding. Openreach is delivering this work on our behalf. This will cover some but not all of the remaining properties without access to fast, reliable broadband.

Check online to see if you are in plans for this rollout. If you are not in plans there are other ways to get connected.



Visit:
gov.wales/broadband

3) Are there other homes and businesses located near me that want faster broadband?

Solutions can be delivered to a single property or to a whole community. If you are located near other homes and businesses that need faster broadband speeds it may be beneficial for you to come together and **find a community solution**. There

are a number of different approaches that communities can take to improve their broadband.

The UK Government has detailed guidance on setting up a community led broadband scheme which can help you decide on the right approach for you.



Search online:
Gov.uk –
Community-led broadband schemes

4) Which technologies can I use to access faster broadband speeds?

Most properties use a fibre based connection however there are **other options available to boost broadband speeds**. New technologies are continually emerging so it is best to look into all the latest solutions available to you. Existing technologies are quickly evolving meaning solutions you might have discounted previously may now be an option for you.

Some of these technologies include:

A fixed wireless connection



An antenna is used to pick up a broadband signal from a mast to deliver broadband to your property, eliminating the need for cable or phone lines.

A mobile/4G broadband solution



A mobile broadband router can be installed to connect your property to broadband via 4G. It's not just using a mobile phone and an external antenna can be used in areas where a 4G signal might not be strong indoors. There are now also unlimited data packages available with a number of providers.

A satellite connection



A satellite transfers data to and from a dish attached to your property to bring you broadband. This provides superfast download speeds and should be available everywhere.

A community fibre solution



This enables properties to fund a fibre based superfast broadband solution as part of a group project.

Businesses should consider carefully how critical their broadband connection is to them. Many broadband providers also offer business specific broadband packages and high end dedicated connections such as leased lines. These can include additional features such as improved service guarantees, better customer support and increased security.

5) Is there funding available to help me?

There are schemes available to help fund the installation costs of new broadband connections.

The Welsh Government's Access Broadband Cymru scheme provides grants to fund the installation costs of new broadband connections. Our scheme is available for individual homes, businesses or communities and any technology can be used. Broadband connections funded through this scheme must double current download speeds e.g. a current connection of 10Mbps must improve to at least 20Mbps.

Best for:

Individual properties which need to boost their broadband speeds.



Visit:

gov.wales/broadband

The UK Government's Gigabit Broadband Voucher Scheme

helps fund even faster gigabit capable broadband solutions. One gigabit is the same as 1,000 megabits so connections through this scheme must be capable of delivering these speeds. The scheme is available for businesses and communities that include at least one business. Those applying for the scheme in Wales, when part of a group project, will automatically be eligible for **additional top-up funding from the Welsh Government** towards these costs.

Best for:

Businesses and the communities which surround them.

6) Where can I get more information?

Visit



gov.wales/broadband

Our website offers guidance on the broadband options available to you and information on applying for funding for new broadband connections.

boostyourbroadband.com

Ofcom and Which's Boost your Broadband website includes a broadband availability checker, advice on boosting your current speeds and links to accredited price comparison sites.

ofcom.org.uk

Ofcom is the regulator for the communications services that we use and rely on each day to make sure people get the best from their broadband, home phone and mobile services.

businesswales.gov.wales/ superfastbusinesswales

Advice and support to help you make the most of online technology in your business.

Search online



Openreach Fibre Checker

Check if fibre is currently available to you following our Superfast Cymru programme.

Gov.uk

Community-led broadband schemes

Guidance on setting up a community-led broadband scheme, including more information on the different technologies that can be used to access faster speeds.

Finding your superfast solution

Step 1

Check the broadband services currently available to you



Use checkers to see if superfast broadband is available.

Available?
Follow our ordering advice and use price comparison sites.

Already upgraded?
Follow Ofcom advice to boost your current speeds.

Not available?
Go to step 2

Step 2

See if you are part of any future fibre rollout plans



Check our website to see if you're part of our rollout.

Check directly with providers for private company plans

Not in plan?
Go to step 3

Step 3

Determine the needs of other homes and businesses in your community



Talk to other homes and businesses in your community to understand their broadband needs.

If a group project is right for you, read UK Government guidance on setting up a community scheme.

Step 4

Look into the technologies available to you to access faster broadband



Research technologies available.

Contact local service providers to see what can be offered.

Step 5

Investigate funding options



Visit our website for advice on funding available.

Finally, choose the most suitable broadband solution for you through a provider of your choice. Apply for the funding you need and enjoy faster broadband speeds.

gov.wales/broadband