

# Hyperoptic for your brand new home

## Frequently asked questions



### What speeds can I get?

We offer a range of packages to suit every need and budget. These are: 50Mb, 150Mb, 500Mb and 1Gb\*.

### What technology does Hyperoptic use?

Our broadband is FTTP (Fibre to the Premise – also known as “full fibre”). This means, unlike some fibre services that stop at the street cabinet, our fibre goes all the way to your property. And that gives you the full power, speed and stability directly from the exchange.

### What offers can I get when I move in?

We currently offer new build residents their first 3 months of service completely free (on any 12-month package), backed up by a price match guarantee.

### Why should I choose Hyperoptic?

Our pre-installed routers mean you can access hyperfast broadband within 15 minutes of moving in. We’ve also been named Broadband Provider of the Year and are rated ‘Excellent’ on Trustpilot, with more 5-star reviews than Sky, BT and Virgin Media combined.\*\* Plus, unlike many major providers, we don’t raise our prices mid-contract, which means no price hikes during your commitment period with us!

### Can I rely on Hyperoptic when working from home?

The Hyperoptic network is perfect for home working. Our top package delivers speeds over 11x faster than the UK average\*\*\*, and our full fibre connection offers rock solid reliability – which means a Hyperoptic connection will probably outperform your office! Our award-winning customer service team is also available 24/7, so you can count on our support no matter what your working hours are.

### Do I need to place an order before I move in?

No. We pre-install routers as standard, so your Hyperoptic connection will be ready to go from the day you move in. You just need to get in touch with us once you’re in and we’ll get you online in a matter of minutes.

### How do I place an order?

You can give us a call on **0333 332 1111**, visit **hyperoptic.com** or speak to us on live chat via our website to place an order.

## Do I need an installation?

No. Our pre-installed router means you don't need an installation or engineer visit. Simply move in, get in touch and we'll get you online in a matter of minutes.

## What happens if my move in date changes?

Nothing. Your router is already installed, so it's totally up to you when you decide to place your order and activate your Hyperoptic service. We offer new build customers their first 3 months of service completely free – but this won't start until your service is activated.

## If I have an issue with my connection, what do I do?

Our Customer Service team is available 24/7 via email at [support@hyperoptic.com](mailto:support@hyperoptic.com), by calling **0333 332 1111** or via live chat at [hyperoptic.com](https://www.hyperoptic.com). You can also reach us on Twitter and Facebook from 8am-8pm, 7 days a week.

## What speeds can I expect get over wifi?

For the fastest possible speeds, we always recommend connecting to your router via an ethernet cable. Wifi speeds are dependent on a wide range of factors, some of which are unfortunately out of our control. Depending on your hardware and package however, you can get up to 700Mbps over wifi.

## Will I need wifi boosters?

Wifi speeds are affected by a wide range of factors including distance from router, walls or other obstacles in between, network interference, the number of devices connected and so on. Whether you decide to use wifi boosters or not is completely up to you – but we're confident our service is strong enough to keep you connected without them.

In the unlikely event that you experience any coverage issues, we'll always work closely with you to fix them. And if you're not wowed within your first 30 days, you can cancel your service with no exit fees.



\*Average speeds, achievable by 50% of users, are 900Mb on a 1Gb connection, 500Mb on a 500Mb connection, 150Mb on a 150Mb connection and 50Mb on a 50Mb connection. 900Mb speed is not achievable by a single device over wifi, for this speed a wired connection is required.

\*\*Winner of Broadband Provider of the Year at Connected Britain Awards 2021. Trustpilot rating and comparison taken from Trustpilot website and correct as of 7/2/22.

\*\*\*The UK's average broadband speeds are 80.2Mbps for downloads and 21.6Mbps for uploads, compared to Hyperoptic's top average speed of 900Mbps which is achieved through a wired connection on our 1Gb package. Average speeds taken from Ofcom's 'UK Home Broadband Performance' measurement period May 2021.



To order, call **0333 332 1111**  
or visit [hyperoptic.com](https://www.hyperoptic.com)

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