



# EAST RIDING

OF YORKSHIRE COUNCIL

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Dear Occupier

## **Superfast broadband is now available in your area!**

I am writing to you with regard to the Council's Broadband East Riding Programme which aims to make superfast broadband available to over 42,000 properties, as part of the Government's national ambition to make superfast broadband accessible to 90% of the country by December 2015.

With superfast broadband you can watch HD movies, catch up with your favourite TV on demand, and download music in seconds. Photos and videos can be uploaded to your social networking sites in an instant and streaming is as smooth as silk; popular online services like Netflix or Spotify work beautifully with superfast broadband. On top of this, everyone in the house can do their own thing online, simultaneously.

Businesses that connect to superfast can serve their customers better and attract new ones more easily. What's more, they can cut costs and work more flexibly.

Recently a large amount of work has been undertaken in the Ellerker area by British Telecommunications and superfast broadband is now available.

I would urge you to contact your service provider of choice to find out which services and packages are now available to you.

To find out more about the programme and the benefits of superfast broadband please visit [www.broadband.eastriding.gov.uk](http://www.broadband.eastriding.gov.uk).

Yours sincerely

Jonathan Hall  
Broadband Delivery Programme Manager



**SUPERFAST  
BRITAIN**

# SUPERFAST BROADBAND NOW IN YOUR AREA

The days of wasting time waiting for your files to download, apps to start and emails to arrive are over. Superfast broadband is now in your area, opening the door to a whole new world of online possibilities.

Whether you're a family of tech-lovers, running your own business or using the internet to keep in touch with faraway friends, superfast broadband could superfast your life.

- Broadband speeds over 24Mbps
- Easy to upgrade
- Quick to connect
- Immediate benefits for you/your family/your business

# HOW TO GO SUPERFAST



Use the postcode checker to find out if superfast broadband is available in your area. **Go to [Gov.uk/gosuperfast](http://Gov.uk/gosuperfast)**



Review the available providers and select the one you want



Sign up to a service with your chosen provider



Arrange installation



Enjoy your superfast broadband



# QUESTIONS?

## **How long does it take to upgrade to superfast broadband?**

This depends on your provider, but typically it will take a couple of weeks. It's an easy process. Go to the postcode checker to see if superfast broadband is available in your area, then either upgrade with your existing provider or choose a new one. Go to their website or phone their helpline and follow the steps to upgrade.

## **How does my provider install superfast broadband?**

Your provider will arrange a convenient time with you for an engineer to call round to install superfast broadband in your home.

## **How much extra does it cost?**

This again depends on your provider. Typically it will cost around £10 to £20 extra per month to upgrade. Some providers also offer introductory deals with lower costs for the first months.

## **What happens if I have an existing broadband contract?**

Either wait for the contract to come to an end and then choose your superfast broadband supplier or talk to your current broadband supplier about upgrading earlier.

## **How many devices can I run on superfast broadband?**

With superfast broadband you can run multiple devices all at once. You and your family can game, stream, download and chat, all together with no buffering.

## **How many people have signed up to superfast broadband?**

Nearly 30% of residential broadband connections are now superfast. And more people are going superfast every week. The Government is investing £1.7 billion to enhance the commercial roll out of superfast broadband and extend mobile infrastructure.



NOW'S THE TIME FOR  
**SUPERFAST BROADBAND**

**Go to [broadband.eastriding.gov.uk](http://broadband.eastriding.gov.uk)**

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