

## Your essential SME full fibre checklist

To prepare for the upgrade of your broadband to full fibre (FTTP), there are a few steps you can take in advance to maximise your investment and reduce hassle.

Our Essential SME Full Fibre Checklist will help you ensure you're properly prepared for FTTP:

### 1. Check FTTP availability in your area

The rollout of FTTP is ongoing, with 6 million homes and businesses currently able to access the service with thousands more added every day. You can check whether FTTP is available to you right now on [Openreach's checker](#) or give the [Clear Business](#) team a call (0333 014 3131) and they can tell you.

Even if your area is not currently served by FTTP, you can start the process by upgrading to the next best solution (usually Fibre to the Cabinet / FTTC) which will increase speed. And if you choose Clear Business to supply your broadband, you can register for a free upgrade to FTTP when it becomes available to you – so no need to remember to check, or hassle arranging appointments – we'll sort this for you.

### 2. Identify the level of connectivity you need now, and in the future

However, your business uses the internet, you want a level of connectivity and speed that's right for you.

Whether you run data-hungry cloud-based applications, have multiple card payment terminals, stream HD content or need teams of people on video calls at one time, you want a seamless and fast experience without paying for unnecessary bandwidth you won't use.

When you speak to our team about your usage and business connectivity needs, they will take you through the options and help you choose the option that matches your business needs. Make a note of how many devices you estimate will be connected at any one time, and the main type of activities your business uses your broadband for. You should also think about any key times your current broadband is struggling or has failed, and what activities you were doing at the time.

### 3. Check what's connected to your current voice line

Businesses often use phone lines for more than just phone calls. If you have alarms, door entry systems, lift emergency systems, payment terminals and cash machines installed within your premises, they are likely connected to your old phone lines.

Upgrading to full fibre will have an impact on how these special services work. It's therefore really important to identify everything that's currently using your existing phone line, so you don't lose any service when you upgrade.

Once you've identified everything that currently uses your phone lines, you then have three options:

1. If your equipment has an "IP mode", you can switch over to this when you upgrade, and it will work on the new service.
2. Talk to your equipment provider (e.g. alarm provider or payments provider) about options for switching to an IP equivalent. You won't be the only business having this conversation with them, so they should be able to provide you with some straightforward options.
3. Use an Analogue Telephone Adapter (ATA) device, which converts analogue signal to digital (IP), enabling your equipment to carry on working with the new digital service.

### 4. Prepare your team

Once you know when you can upgrade to FTTP, it's worth letting your team know that it's happening, because they're likely to have some good ideas about making the most of the upgrade to improve day-to-day processes and maximise the benefits to your business. with faster and more reliable technology. This is especially important if they've previously been frustrated by inadequate internet connections!

### 5. Opportunity for improvements

Your new service will present you with new opportunities and ways of working. Are there cloud-based applications available to your business that could help you work more efficiently? You may have avoided these in the past because of how much bandwidth they needed to run, but now new options are open to you. For most of these types of software you can claim a free trial so you can test drive the benefits before you commit.

With your phone lines moving to digital voice, this is a perfect moment to step back and really understand how your employees are currently using your hardware. Do you need all the fixed landlines you're currently running? Could you set your team free to work more flexibly or remotely using cloud voice applications that can be answered from any device, anywhere? And could reducing the number of fixed lines mean that you can save some money?

### 6. Confirm dates and times

Once you've confirmed that you'd like to go ahead with the installation of FTTP, you'll be offered a date for an engineer to come to your premises and install the new connection.

You or one of your team will need to be there to allow the engineer access to your property and to agree where your new line will be installed. The engineer will need to drill a small hole into your property to install the cable, and set-up your router.

**Need further help or advice?** Simply get in contact with our friendly fibre team on **0333 014 3131** who will be able to give you more information about the upgrade process.