BT Fibre to the Home Broadband Trial

Your guide to getting the most out of BT’s Fibre trial

For all your trial online help, go to www.bt.com/help/fibretrial
Welcome to the BT Fibre to the Home Broadband Trial 1
Get some help 3
Join the forum 3
Some things about speeds 5
How you can help us 6
What happens at the end of the trial 7
The small print 9

Don’t forget that this Fibre to the Home Broadband trial is FREE!, and what’s more there’s no minimum contract term applied while you are on the trial, you are free to leave at any time*

* Subject to 30 days notice, and please be aware that if you return to copper broadband there will be a break in service of 5 days.
Welcome to the BT Fibre to the Home Broadband Trial

Background to the trial
This is an exciting time – for us as well as our customers, as we roll out better and faster broadband. By taking part in this trial, you’re helping us to iron out problems so we can launch the best possible service in 2011. We started trialling Fibre to the Home in July 2010 and are gradually increasing the number of triallists.

What is BT Fibre to the Home Broadband?
BT Fibre to the Home Broadband is a new product that uses fibre optic technology. It supports more powerful internet connections, with much faster speeds – offering up to 100Mbps download and up to 15Mbps upload speeds.

There should be fewer issues affecting line speed and throughput than with other broadband technologies as the whole link between your home and the BT exchange is fibre optic. Other technical aspects should help to deliver a very consistent service.

How is the service installed?
There are two steps required to provide Fibre to the Home Broadband.

Firstly some external work is needed. Our engineers will have already extended the BT fibre network into your street or area and once we have taken your order they will carry out further work to bring the fibre cable right to your property. The engineers are able to do this without you being present, including fixing a small plastic connector box on the outside of your property. This box is approx 6"x4"x1" and accepts the fibre optic cable from the local distribution point and is the route for service into your home. You will be given the option to attend this first visit but most of the work takes place away from your home and although the engineers will need access to fit this box (adjacent to where your existing phone line enters the property) your presence is not required for this first step.

The second step of installation does require you to be present as we must complete your fibre installation inside your home. The engineer must bring the fibre cable through the wall into your house in order to connect it directly to the Openreach Fibre Modem. You can discuss with the engineer where the Openreach modem is best placed, and you can also use our video to help you decide. The modem must be fixed to a skirting or wall, and a new LAN cable will then be run to the new BT Home Hub. To complete the installation the engineer will connect one of your computers, demonstrate that you have internet connectivity over the fibre and reconnect any existing BT Vision box. We will also take the opportunity to show you how to access Desk Top Help, our PC and online based self help service. Your existing voice services won’t be disrupted but you might lose broadband for a short time.

We have created a video to help you understand the installation experience. Please go to http://www.btfibrettrial.co.uk and watch this short video which we hope you find useful.
I’m with BT already – What happens to my existing equipment during the trial?
We’ll give you another Hub for you to make the most out of the new fibre-based service. You should attach all your usual devices to your new Hub – the user guide shows you how. The only exception is the Hub Phone which is not compatible with the latest Home Hub.

What if I’m with another provider for my Broadband?
Any services you have with other providers are unaffected by the Fibre to the Home Broadband trial.

What can I do with BT Fibre to the Home Broadband?
BT Fibre to the Home Broadband is our fastest service. As part of the trial, you’ll have all the features of BT Total Broadband Option 3, with the extra benefit of up to 100Mbps download and up to 15Mbps upload speeds.

BT Fibre to the Home Broadband will give you even faster:

- surfing – improved browsing and internet streaming
- downloads – download large files in much less time
- uploads – send large emails and upload photos much more quickly than before
- speeds for multiple connections – providing a better online experience, even when more people are online at the same time

The much higher speeds possible on the Fibre to the Home Broadband Trial will give you enough speed to run multiple bandwidth-hungry applications at home. For example, you could be watching HD movies, while others in your home are gaming or working on complex graphics or video projects.

As well as being able to download graphics and data much more quickly, you’ll benefit from ‘upstream’ speeds of up to 15Mbps. You’ll be able to post videos, experience HD video conferencing, and enjoy interactive HD gaming to the full.

Tip: if you have a PC from which you regularly watch multiple streaming feeds (especially in HD) or play online multiplayer games, you may find that a wired rather than wireless link will give the best performance.

What about my BT email account and other services?
For the trial we’ll give you a new BT Total Broadband email address (username) and password with your new service. You’ll still have your old account details so you won’t have to tell your friends and family that you’ve changed it; you’ll just want to set up the new email account and access it regularly so you can get any messages about your new Fibre line.

Note: in the first week of your BT Fibre to the Home Broadband Trial, check your new email address daily – we’ll use this address to send important information that you’ll need for your service.
Get some help

Help is provided online, via the forum and via a dedicated desk based support team

Online help

Your new super-fast connection means faster help online, if you need it. There’s no need to call and maybe wait in a queue if you’re online and need some help or advice. Simply go to www.bt.com/help/fibrettrial

www.bt.com/help/fibrettrial should be your first point of call for help during the trial. As well as advice and FAQs (Frequently Asked Questions), it has a video to help you understand the installation process, a link to the forum (see below), and the dedicated help desk 0800 032 0843 to support you during the trial.

This site also contains your trial Terms and Conditions which vary your existing Broadband Terms and Conditions with BT for the duration of the trial.

We have a special online forum dedicated to the trial for use only by the triallists. If you do find some wrinkles with the service or just want to share experiences, many of your fellow triallists will be only too pleased to help.

Join the online forum

During the trial we are operating a special forum which only the triallists have access to. Here you can “meet” your fellow triallists, swap experiences and get help with anything of interest or concern or just chat online about how it’s going for you!

The forum is part of BT’s community forums at http://community.bt.com and is fully moderated by our online support teams, as well as being accessed by the dedicated trial team running the Fibre to the Home Broadband trial. We will always aim to answer any questions raised but many things are answered by other users. The more interactive the forum is the more it supports you and your fellow triallists.

Here’s what to do to join the forum.

1. Register for the new BT Care Community Forums at http://community.bt.com (use the register link towards the top right of the screen).
2. Choose a username you like and email it to us at bt.fibre.to.the.home.trial@bt.com. We’ll then add you as an approved user for the private triallists’ forum (this will take up to 24 working hours)
3. Once we’ve approved you, you’ll see the Fibre Trial board on the list of boards when you log on to the main BT Care Community Forums page (http://community.bt.com).

You can use bt.fibre.to.the.home.trial@bt.com to email any questions or requests that are not appropriate to the forum, but remember, we’ll all learn more by sharing so we encourage the use of the forum.
Desktop help

BT Broadband Desktop Help is included with your BT Fibre to the Home Broadband Trial. It’s a tool that identifies problems with your broadband, email or wireless connection. Once it’s installed on your computer, it continually checks your broadband connection. If there’s a problem, BT Broadband Desktop Help automatically pops up to help fix it.

To open desktop help, just double-click its icon on your desktop or download it straight to your computer from www.bt.com/help/broadbanddesktophelp. If you are prompted to enter a phone number, please enter the same number on which your normal broadband is provided.

**BT Broadband Desktop Help will:**
- alert you if you have a problem
- support you 24 hours a day
- help you get back online
- set up or troubleshoot your email account
- run a PC health check
- fix problems in the background
- help you set up your home network
- update automatically

Note: BT Broadband Desktop Help only works with PCs using Windows 7 (32 & 64 bit), Vista (32 & 64 bit) or XP (32 bit only). Sorry, it doesn’t work with Macs. If you use a Mac, please try other help options in this guide.

The regular user guide, sent to you with your Home Hub, provides additional advice and troubleshooting for setting up and using your service, including special sections on wireless and the modem and Home Hub.

Billing

During the trial your Fibre Broadband service is provided free of charge.

You may be due a bill soon or a bill may already be in production, if this is the case, you will receive your normal quarterly bill and the credit for the trial will appear on your next bill. Please settle the bill as normal and you will be fully credited on your following bill.
Some things about speeds

Fibre to the Home Broadband is our fastest internet service yet

The FTTH technology is BT’s fastest Broadband product, however a number of things can affect the speed at which the internet works, and you might notice the impact of these either from downloading or running a speed test on your computer. Although the fibre line provided into your home is capable of running at up to 100Mbps you might find that aspects of your own set up become the limiting factor in your experience. This is not unusual and should not prevent you enjoying the service, but we have provided some suggestions below to help you get the most out of your service.

Be aware of the following:

- BT’s latest Home Hub provides the fastest and most reliable wireless connection in the UK home market, but a wired connection will nearly always provide the fastest possible speed to your computer.
- Wireless signals can find it harder to penetrate walls, especially where you have an extension and there is an original external house wall between the router and the PC.
- If you are on the up to 100Mb product you will experience the best speeds by plugging the Ethernet cable into the “gigE” port on the BT Home Hub.
- The processors and Ethernet/wireless cards in older computers can limit the speed that the computer itself is able to run at if you are on an up to 100Mbps product.
- Congestion on the internet itself (i.e. in networks and servers elsewhere in the UK or the world) can arise at peak times, so speeds in the evening can be lower than during the day it is possible for the local network to become congested if there happens to be very heavy use. BT manages its network to ensure our customers get the fastest speeds available, however at times of very heavy use there may be localised congestion.
- The actual sites you are accessing and how they are hosted may not be able to utilise the extra speed available to you through FTTH.

As part of the trial we are testing a range of different packages. We will provide our trialists with products that offer download speeds of either up to 40Mb or up to 100Mb. We will try to accommodate your preference but it’s important that we trial all of our products. Even at 40Mb we are confident you will see a significant improvement in the speed and reliability of your Broadband service. Therefore, it’s important to note down which trial product you will be receiving when you speak to your BT customer service agent.

General wireless troubleshooting is contained in the main user guide that came with your Home Hub.

Refer also to www.bt.com/help/fibrettrial
How you can help us

We hope this trial is as exciting for you as it is for us!

The purpose of the trial is to make sure that we’ve got Fibre to the Home Broadband right before we launch it nationally in the UK during 2011. It’s important that we learn as much as possible about what you think about the product and the service we provide you.

We aim to make your experience as good as it can possibly be, but during a trial we will occasionally come across problems that need ironing out. In order to find out what you really think we use a number of ways of getting your feedback during the trial.

1. We may ask you to create a video diary of your installation experience and early usage of the new Fibre to Home Broadband product.
2. We will conduct a telephone based survey on your installation and another one once you’ve had the product for a while.
3. We may from time to time ask for additional feedback on particular aspects of the trial.
4. We run a forum for triallists to share knowledge and experiences and we will monitor this to pick up any issues and answer questions where needed. Remember the forum is mainly for you as a community and you can answer many of the questions yourselves.
5. We have a group email address bt.fibre.to.the.home.trial@bt.com so that you can send an email to be picked up by the trial management team.

Even closer involvement

Since the start of the trial we have been talking in even more detail to some of our own employee triallists. (It is standard trialling practice in BT to trial with our own employees first before inviting our customers to take part).

We are aware that some of you would welcome the chance to help us even more by putting your fibre line through its paces in additional tests which we may from time to time require. This won’t be for everyone (it could even involve ceasing the service and re-providing it) but if you would like to be part of this group please contact us via bt.fibre.to.the.home.trial@bt.com. We’d love to hear from you!

Thank you very much for taking part in this trial, we hope you enjoy Fibre to the Home Broadband, and we are very grateful to all our triallists for helping us to build the best possible product for launch in 2011.
What happens at the end of the trial?

The trial is expected to run to Autumn 2011. We reserve the right to end the trial at any point or extend it as required by BT. You will be given a minimum of one month’s notice of the trial ending.

When we start to move customers from the trial product to the launched products we will make every effort to contact you and ask you whether you would like to move onto a launch product of your choice. We expect this to be a staggered migration so you might know others who are moving onto launched products before we have contacted you. Don’t worry we won’t have forgotten about you and will be contacting all of our trialists.

We will offer you the option of moving to the launch products, and will contact you nearer the time.
If you leave the trial at any point, or decide not to keep Fibre to the Home Broadband we will not recover the equipment that we have fitted permanently to the outside or the inside of your house. This is regarded as a critical communications infrastructure and will be needed should any future occupant of your home want to use Fibre Broadband.
Useful information

Help and support: www.bt.com/help/fibretrial

Helpline: 0800 032 0843 (8am–8pm Mon–Sat)

Your Hub Manager: http://bthomehub.home
(password – see important note below.)

Jot down your details here:

BT Total Broadband username: ________________________________

BT Total Broadband password: ________________________________
(Your username and password are the trial @btinternet email address and password that we sent to you when you signed up for the Fibre trial – your previous @btinternet email address will continue to work as normal.)

BBEU Number (also known as Service ID) ______________________________________
(We’ll send your BBEU number within a few days of starting your trial – it will look like BBEU123456789. You’ll need this number if you run a speed test or if you call us about your Fibre line.)

Default Hub settings
Broadband username (PPP) bthomehub@btbroadband.com
Broadband password none required
Encapsulation PPPoA or PPP over Ethernet
Multiplexing VC based or VC Mux

| Wireless network name (SSID): |                           |
|                              |                           |
| Wireless key:                |                           |
| These details are also printed on back of your Hub and/or your wireless settings card. |

Wireless interface Wi-Fi 802.11.b, g or n
Authentication: WPA-PSK or WPA2-PSK (also known as WPA-Personal)
Encryption type: AES or TKIP
Mode: infrastructure (not ad hoc)

Hub Manager password: ________________________________
Password printed on back of your Hub.

⚠️ IMPORTANT: the engineer will have copied your old Hub’s wireless settings and admin password on to your new Hub – there’s a space above for you to keep a note of these details (they are the same as those printed on the back of your old Hub).
The Small Print

Warranty
We guarantee that the BT Home Hub and Openreach Fibre Modem will work to the relevant specification for the minimum period of your agreement* and that they will be free from faulty design, manufacture or materials. If at any time during the minimum period, you find that your BT Home Hub or other equipment isn’t working properly, you may return it to us and we’ll replace or (at our option) repair it.

We will not be responsible for any defects arising from fair wear and tear, accidental or wilful damage, misuse or failure to follow our instructions. If you return any equipment as faulty, we may test the equipment – if it’s working, we’ll send it back to you. If we do so, we may charge you our costs for our testing and postage. This doesn’t affect your legal rights relating to equipment that is faulty or wrongly described.

Safety and regulatory instructions for your Openreach Fibre Modem and BT Home Hub
Please read this document carefully before set-up!

- Your Hub and Openreach Fibre Modem will get warm once connected to the power supply. Although this is normal, you should make sure that your Hub and Openreach Fibre Modem have adequate ventilation to prevent overheating. Never block the vents on your Hub or Openreach Fibre Modem.

- Don’t expose your Hub or Openreach Fibre Modem to rain, water, moisture or direct sunshine.

- Don’t spill liquid on your Hub or Openreach Fibre Modem.

- Keep your Hub and Openreach Fibre Modem away from sources of heat such as heaters or radiators.

- Don’t try to disassemble or open up your Hub or Openreach Fibre Modem yourself. Not only will it make your warranty void, it may expose you to dangerous voltage or other hazards.

- Before cleaning your Hub or Openreach Fibre Modem, disconnect it from its power supply. Use a damp cloth for cleaning.

- For better performance, don’t place your Hub or Openreach Fibre Modem on a television or computer monitor.

- If there’s an electrical storm, you must unplug all of your equipment from the electricity supply and phone sockets.

- The BT Home Hub intentionally generates low-level radio frequency signals and so there’s a very small risk that it may interfere with sensitive medical devices, for example a heart pacemaker, when nearby. If you’ve any concerns, BT recommends that you consult the medical device manufacturer before using your BT Home Hub.

- The plug on the power cable serves as a disconnect device. Make sure that the power socket you plug the power cable into is easily accessible and located as close to the equipment as possible. Important: please make sure you always use the power cables supplied with your new Hub and Openreach Fibre Modem – don’t use any other power cable.

Save energy
Please avoid wasting energy while using your computer, games console or other equipment. You can set up your computers to go into standby or low-energy mode automatically. Your Hub has BT Power Save – see www.bt.com/setup/hubfeatures

Please disconnect your Hub and Openreach Fibre Modem from their power supplies when not in use for an extended period (e.g. a holiday), but remember that when you do so all connected computers (and any other devices that use your Hub to connect to your broadband line) will lose internet access. Remember to restore power to your Openreach Fibre Modem and then the Hub before turning on your computer(s).

End of trial Product return and disposal instructions for residential users
The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to reduce the impact on the environment, treat any hazardous substances and avoid increasing landfill.

The symbol shown above and on the product means that the product is classed as Electrical or Electronic Equipment and you should not put it into your domestic waste bin. We’ll provide instructions and packaging for the return of all trial equipment at the end of the BT Fibre to the Home Broadband Trial – please don’t dispose of it in any other way.

Reporting a stolen Hub
Please report any stolen Hub as soon as you can to BT on 0800 032 0843 (8am–8pm Mon–Sat).

Declaration of Conformance
Declaration of Conformance with European Community Directive 1999/EC.

This product is intended for use within the UK for connection to the public telephone network. This equipment complies with the essential requirements for Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC. The Declaration of Conformance can be found at www.bt.com

GNU General Public Licence
The BT Home Hub contains code that is covered by the GNU General Public License (GPL). In accordance with the GPL, BT has made the relevant code available for download at www.btyahoo.com/broadband/adhoc_pages/gplcode.html

Terms and conditions
BT Fibre to the Home Broadband Trial and BT Broadband Talk are covered by terms and conditions. To review these, click on ‘Terms and conditions’ at www.bt.com/help/fibretrial

Windows is a registered trademark of Microsoft Corporation and Mac and Mac OS are registered trademarks of Apple Inc. – in the United States and other countries.
Offices worldwide
The services we’ve described in this publication may not always be available and we may change them. And nothing we’ve written here is contractual. When we supply services and equipment, our terms and conditions apply.

© British Telecommunications plc 2010
Registered Office: 81 Newgate Street, London EC1A 7AJ
Registered in England No. 1800000

Available in other formats including braille, large print or audio CD. Please call 0800 800 150.