



New build homes need a new kind of broadband

That's why we deliver day-one connectivity
to 99% of our new build homes.



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Your development isn't average.
Make sure your broadband offering isn't either.

Broadband connectivity is no longer a luxury, it's a necessity. The technology is ready, our homes are not...
But, with your help, they will be.
We deliver full fibre cabling all the way to your development, bringing the connection needed to function in a smarter, hyper-connected world.

“

When the water went down at a development in Leeds, they didn't get any communication from tenants for six hours. When the internet went down, they had complaints from tenants within two minutes.

Henry Pethybridge,
Director of WiredScore Home.

”

86%

of the public say decent internet connection is important

64%

would be put off by a home with a slow internet connection

54%

are more likely to purchase a property with a good internet connection

We're Hyperoptic

Our fibre cables run all the way to your development, meaning we can deliver top speeds of 1,000Mb to all homes and businesses at your development.

That's 84 times faster than the national average upload speed and some of the fastest available in the UK*.

We install our cables in the ground, sharing Openreach's existing duct networks, so your residents get the service they need without additional infrastructure work.



*The UK's median average broadband upload speed (taken from Ofcom's 'UK Home Broadband Performance' measurement period March 2022) is 10.7Mbps, compared to Hyperoptic's top median average upload speed of 900Mbps which is achieved through a wired connection on our 1Gb package.



1,000Mb
is so fast, you could
download an entire
5GB HD film in just
40 seconds!

“We've been working with Hyperoptic for several years, their use of existing ducts and chambers makes life easy for our construction teams and has contributed to a seamless installation process across all our Hyperoptic sites. They keep us well informed throughout delivery and you can count on them to take responsibility from start to finish. Hyperoptic's commitment and dedication to day-one connectivity is outstanding and has been a major success for our customers.

Matthew Oates, Operations Director
Redrow Homes

”



What's hyperfast and growing all over the UK? We are.

- ✓ Bringing the future in over **64 towns and cities** nationwide
- ✓ Covering more than **1.4 million homes and businesses**
- ✓ On target to reach **2 million homes and businesses** by 2024

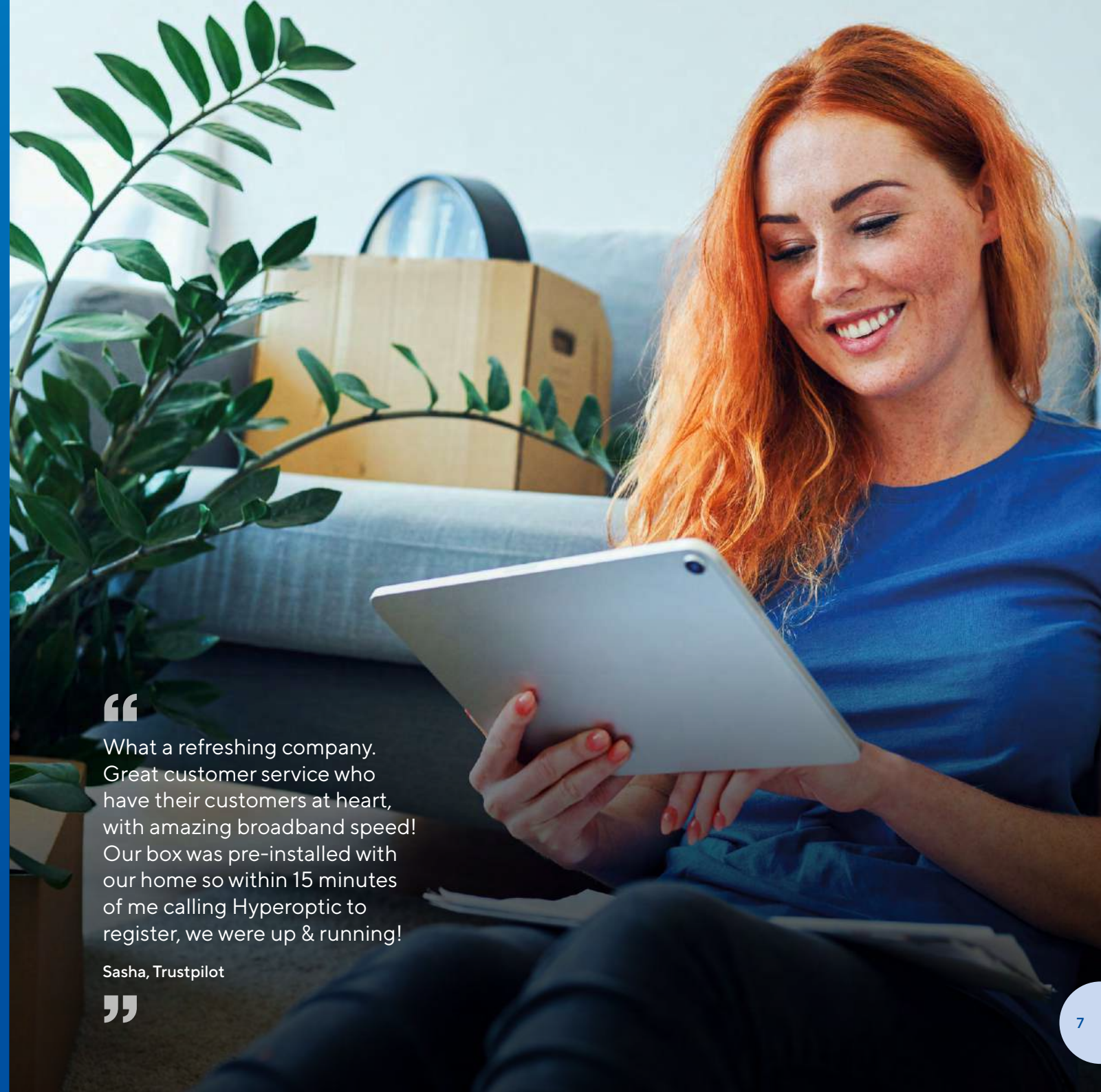


“

What a refreshing company. Great customer service who have their customers at heart, with amazing broadband speed! Our box was pre-installed with our home so within 15 minutes of me calling Hyperoptic to register, we were up & running!

Sasha, Trustpilot

”



What we do for you

We work with over 200 developers across the country, so you can be sure that your broadband infrastructure is in very safe hands. And while each development is unique, we always promise to deliver:



A hassle-free installation sharing Openreach ducts and chambers.



A cost-neutral solution – with free materials and a rebate per plot.



Commitment to day-one connectivity for all your residents.



A free connection for your building management so no one is missing out.



A dedicated deployment manager to oversee your installation journey.



Non-exclusivity – give your customers choice of provider.



Free, bespoke conceptual designs, so you'll be kept in the know.



Future-proof infrastructure so you won't need to retrofit.



Bellway

Berkeley Group

COUNTRYSIDE
Places People Love

Taylor Wimpey

a2dominion

BARRATT
HOMES

Galliard
Homes

CALA
HOMES

Hyde

Hill

Renaker

STANHOPE

REDROW

ballymore.

Peabody

lendlease

Day-one connectivity

Hyperoptic pre-install a router in every new build home, completely free of charge. Your residents can choose to connect within just 30 minutes of moving in, with no need for an engineer visit.



1

Early engagement with developer

We need to understand your requirements, timetable for first occupancy and collate all your site plans.

2

Early engagement with Openreach

The aim here is to ensure the primary connection is on time. We mitigate late delivery by ordering NIA which delivers the circuit to the nearest existing chamber to your development.

3

Provide accurate, quality designs

Obtaining the relevant site documentation means the Hyperoptic design team can produce bespoke install designs for each site. Ensuring simplicity and clarity to enable ease of use and deployment of the fibre by the contractor.

4

100% installation into customer premises

Hyperoptic engineers splice all connections to the network, bringing the main connection to each premise. They then take care of the Customer Premise Equipment, terminating and testing to ensure each premise is ready for service.

5

Day-one connectivity

The resident can order service and be activated within just 30 minutes of walking through the door.

99%

of new build homes are delivered with day-one connectivity

“

The biggest appeal for working with Hyperoptic is their ability to provide our residents with 1,000Mbps broadband the moment they move in to their new home.

Dominic Littleford,
Taylor Wimpey North Thames

”



Why it works for everyone at your development

"I want a **simple** and **safe** installation on site"

Site and Technical



We give you:

- ✓ A single point of contact to manage the entire installation with qualified, experienced engineers.
- ✓ Simple and faster installation using existing ducts, so you don't need separate infrastructure.

"I want the **best** and **fastest** broadband on my site and value for money"

Commercial



We give you:

- ✓ Free issue equipment with your costs covered by the rebate.
- ✓ No exclusivity, so you can install other providers alongside us.

"I want to give potential residents an **extra reason** to buy our homes"

Sales and Marketing



We give you:

- ✓ Day-one connectivity with 3 months of free service.
- ✓ Future-proof infrastructure so residents don't have to worry.

"I want to deliver the **best customer experience** with a 5* HBF rating"

Customer Care



We give you:

- ✓ A choice of packages, with monthly rolling options and 3 months of free service.
- ✓ Industry recognised customer service, meaning you can relax.

Engaging with Hyperoptic

Our engagement process takes the hassle out of the design and execution of installation.



Preliminary phase

We'll gather objectives and requirements for your site and conduct preliminary studies to establish whether the project is viable.

Once agreed, we'll ask you to send your site plan and Openreach drawings to your dedicated Account Manager. Once we have these, we'll produce a full site design at no cost to you.



Design phase

We'll tell you how we plan to carry out the installation, based on your plans.

The developed design will be a body of documents which will form the basis of the contract:

- ✓ A master services agreement
- ✓ A wayleave
- ✓ An installation agreement

Once these have been signed, the design team will complete an onsite hand-over to one of our Area Delivery Managers (ADM).



Construction phase

The ADM will be your single point of contact for any on-site and/or technical support through installation and onto go-live.

They'll liaise with the contractor's supervisors to discuss any design, operational or health and safety concerns.

The ADM will agree with you a schedule of work prior to commencing any installation activities.



Support phase

We'll hand over all 'as-constructed' information and project closure procedures. This will include our ongoing support and maintenance of the delivered infrastructure and engagement with our customers.

*full details can be found in our full developer guide which is available upon request.

How the fibre magic happens

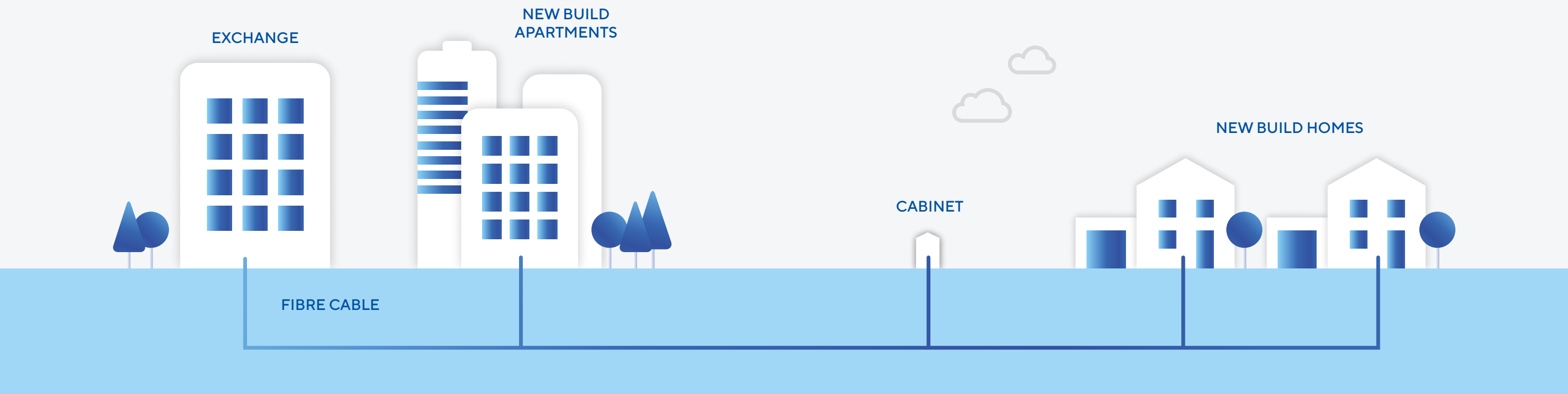
We have our own dedicated fibre installation process. We install our fibre cables in the ground using existing duct networks, so you get the service you need without additional roadworks.



We deliver our fibre from the exchange, to the nearest Openreach chamber, to your site boundary, ensuring our offsite works are completed well in advance of first completions.



Your electrical contractor runs our fibre from the internal router location to the Hyperoptic cabinet. We install a Hyperoptic socket and router in each apartment or home, allowing residents to connect to our network from the day they move in.



What we do for residents

Speed, service and reliability are our commitments to your residents – and they'll be connected to our hyperfast broadband from the very first day they move in, within 30 minutes.

We'll deliver them:



Hyperfast speeds

Our top average upload speed (900Mbps) is 84x faster than the national average*.



Super simple connectivity

Our pre-installed routers are free of charge and they're ready and waiting for residents to get online within just 30 mins.



Excellent customer service

We have thousands of 5-star reviews on Trustpilot and won 'Uswitch Broadband Provider of the Year' in 2023.



Rock solid reliability

Fibre all the way to the home, bringing the full speed and stability from the exchange – and over 10 years' experience installing into sites like yours.



Hyperfast, not hyperexpensive

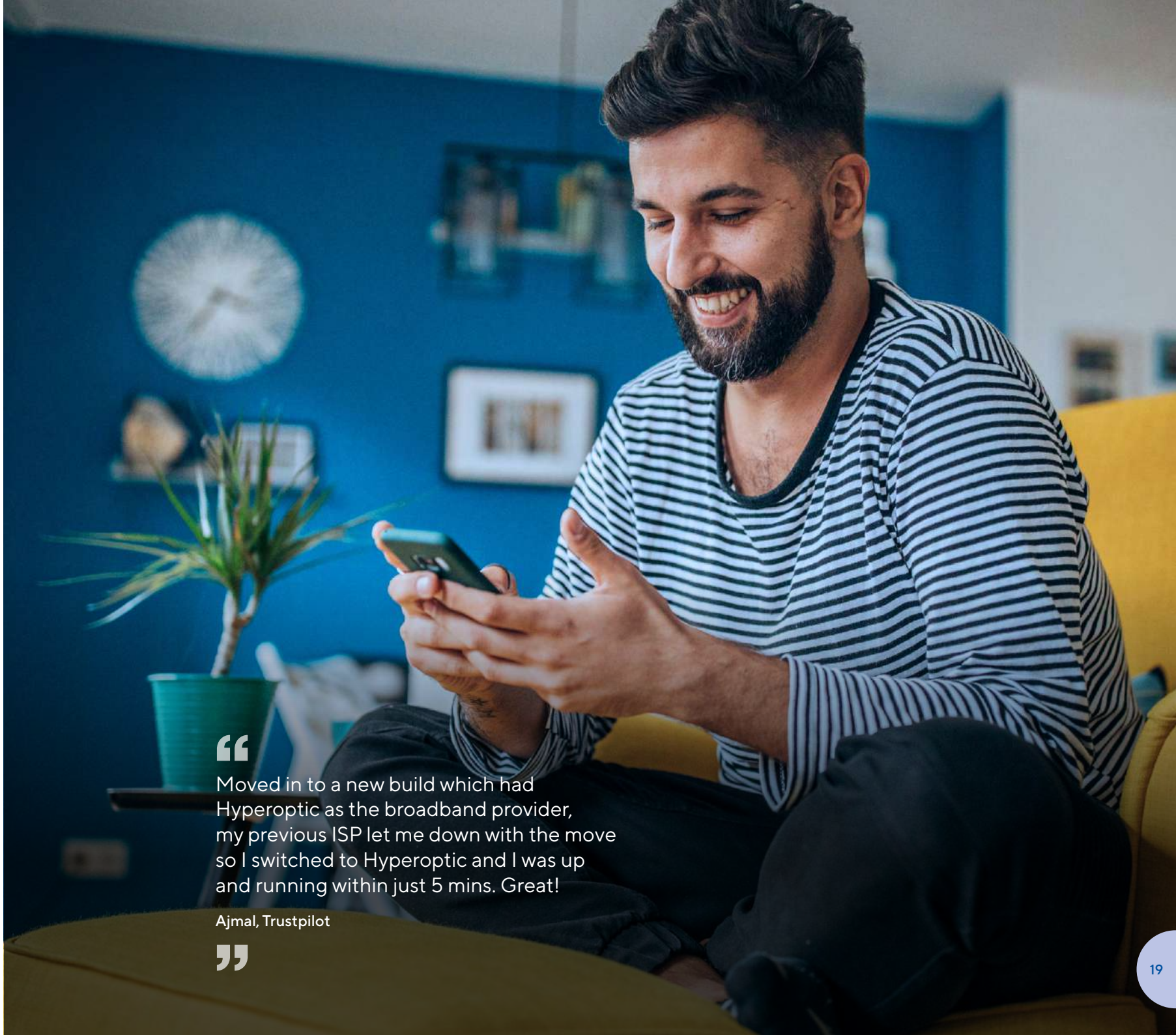
With no sneaky price rises during your commitment period and the first 3 months completely free – it's a no brainer!



No strings attached

We like to keep things flexible. With our monthly rolling options you can try us alongside your current provider and see which you prefer.

*The UK's median average broadband upload speed (taken from Ofcom's 'UK Home Broadband Performance' measurement period March 2022) is 10.7Mbps, compared to Hyperoptic's top median average upload speed of 900Mbps which is achieved through a wired connection on our 1Gb package.



“

Moved in to a new build which had Hyperoptic as the broadband provider, my previous ISP let me down with the move so I switched to Hyperoptic and I was up and running within just 5 mins. Great!

Ajmal, Trustpilot

”

Our broadband packages

	 50Mb	 150Mb	 500Mb	 1Gb
	Fast	Superfast	Ultrafast	Hyperfast
Residential	Good for streaming and wifi	Great for gaming and downloading on multiple devices	Made for heavy-user households with lots of gadgets	The ultimate experience, whatever you throw at it
Business	For everyday business use, sending emails and browsing	Great for small to medium-sized businesses and customer wifi	Perfect for heavy use and uploading to the cloud	Experience the best business broadband you can get

 **No long-term commitments**
Pay monthly, no strings attached.

 **The phone's your call**
Don't want a landline you won't use? No problem.

 **Utterly unlimited**
Download, upload, game, reload and stream to your heart's content.



 **No need for an engineer visit** – get online within 30 minutes

 **3 months' free service** for all new build homes

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.

Gold standard all the way

Our customers are over 3 times more likely to recommend us than the competition (Sky, BT and Virgin*).

See how we compare on Trustpilot

hyperoptic	TalkTalk	Virgin Media	Sky	BT
Excellent	Average	Poor	Bad	Bad
				
21,963 reviews	77,069 reviews	85,033 reviews	11,706 reviews	15,095 reviews

*Source: Ofcom and Hyperoptic's internal recommendation survey, following the same recognised methodology. Trustpilot scores correct as of 25/10/2023.



“

I didn't need an installation as I live in a new build that already had Hyperoptic routers, it took less than a couple of hours. Since then, speeds have been excellent, and any questions/queries have been dealt with promptly. All that at a very reasonable price.

Thomas, Trustpilot



”

“

Quickest setup ever, mainly due to our new building already having the Hyperoptic infrastructure in place, however the sign up took minutes. No hassle, no hunting around the small print.

Ricci, Trustpilot



”

What we do for business

Whether offering wifi to customers or dealing with the daily demands of the office, businesses need a connection that's fast, reliable and won't let them down.

Let's get down to business.

We'll deliver them:



Hyperfast speeds up to 84x faster than the national upload average*.



Scalable speeds and options to meet the needs of varying businesses types.



Symmetrical upload and download speeds on 1,000Mb, 500Mb and 150Mb packages.



A dedicated Account Manager to help businesses choose the right package.



Gold standard customer service with SLAs and money-back guarantees.



24/7 real-time network monitoring and support to keep businesses productive.

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“

Really happy with our fast installation and the consistently high speed we receive. A fast and reliable internet connection is essential to our business and Hyperoptic has been excellent so far!

Tom, Creative/Design

”



FAQs

How does the rebate work?

Hyperoptic pay a rebate per plot – regardless of property type. With no additional ducts or chambers to be installed the rebate is to cover the internal fibre pull within the dwelling and installation of a data cabinet.

The Hyperoptic rebate is in addition to the rebate you will receive from Openreach and can be claimed by phase or at the end of the build. You do not need to wait for occupations to claim rebates, invoices can be emailed to your Deployment Manager or Account Director.

What is PIA?

You might be wondering how and why we can access Openreach ducts and chambers? The answer is the PIA or Physical Infrastructure Access.

This regulation provides access to existing duct and pole infrastructure, within Openreach's physical infrastructure.

As an established user of PIA, Hyperoptic was one of the first ISPs to take advantage of this regulation that allows us to share infrastructure with Openreach nationally.

What is a wayleave?

To give us permission to install our network and equipment onto your site we need have a wayleave agreement in place.

It's essentially an agreement permitting Hyperoptic to access your privately owned land to carry out works. Whether you're a developer, registered provider, local authority or landlord, we need a signed wayleave before we can install our fibre broadband.

What is an installation agreement?

Once we have a wayleave agreement in place, we will ask you to sign an installation agreement.

This essential document details everything about the design and installation plan for the site or building we're working with you on.

It will also detail the agreed rebate, the service to be provided, roles and responsibilities and contact information for all of the parties involved.

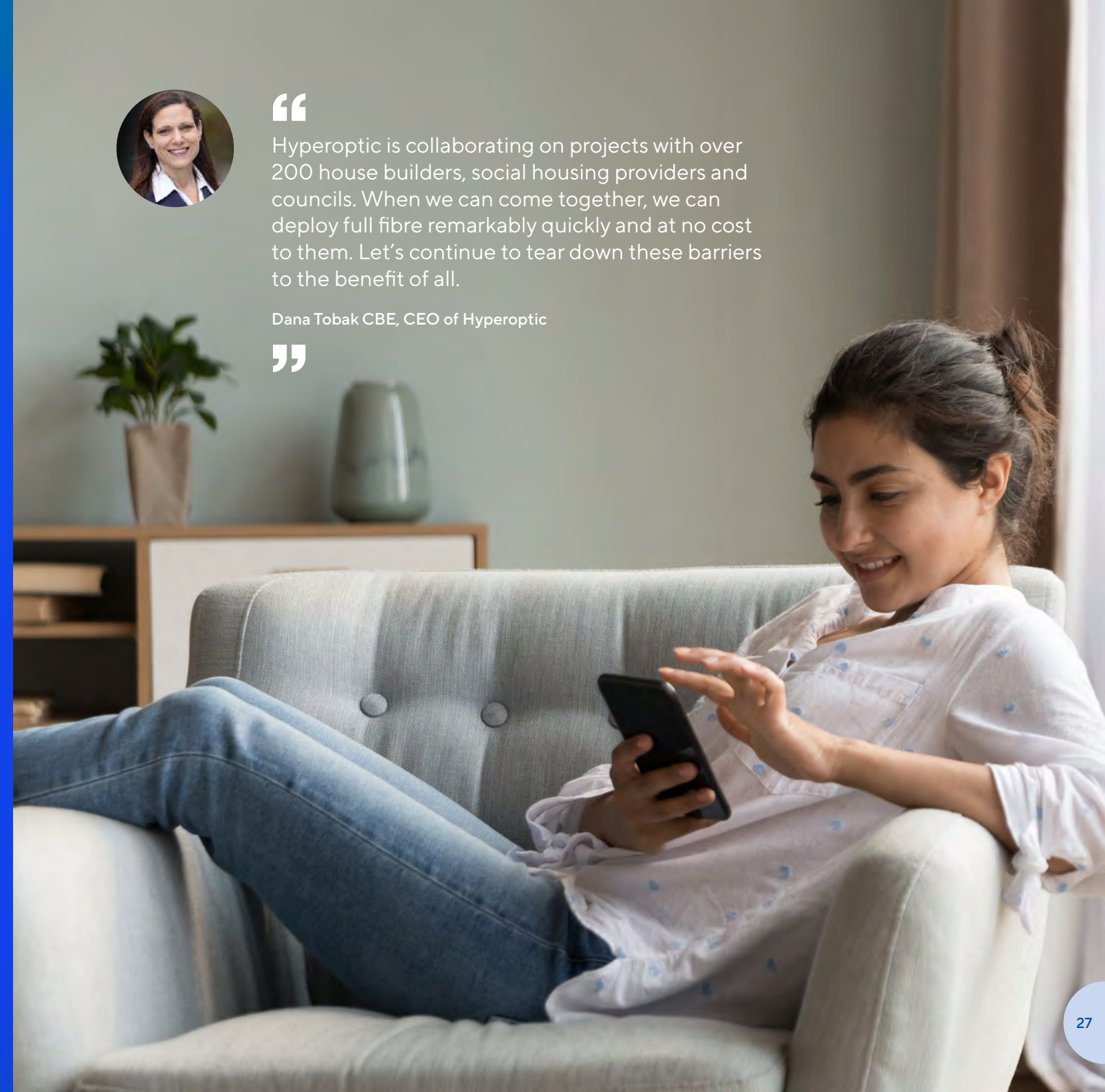


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Hyperoptic is collaborating on projects with over 200 house builders, social housing providers and councils. When we can come together, we can deploy full fibre remarkably quickly and at no cost to them. Let's continue to tear down these barriers to the benefit of all.

Dana Tobak CBE, CEO of Hyperoptic

”



Ready to speak to our full fibre experts?

Tell us about your site or portfolio and
we'll be in touch to discuss your requirements.

Pick up the phone to your dedicated Account Manager
or visit hyperoptic.com/property



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