

Witton-Le-Wear event- 12th August

Who is GoFibre?

GoFibre is a Scottish independent broadband builder and provider, bringing ultra-fast, affordable and reliable broadband to homes and businesses across Scotland and the north of England. GoFibre now has more than 120,000 homes and businesses ready-for-service across more than 30 local areas.

The company is headquartered in Edinburgh, our customer service team are based in Berwick-Upon-Tweed, and so are our engineering depots.

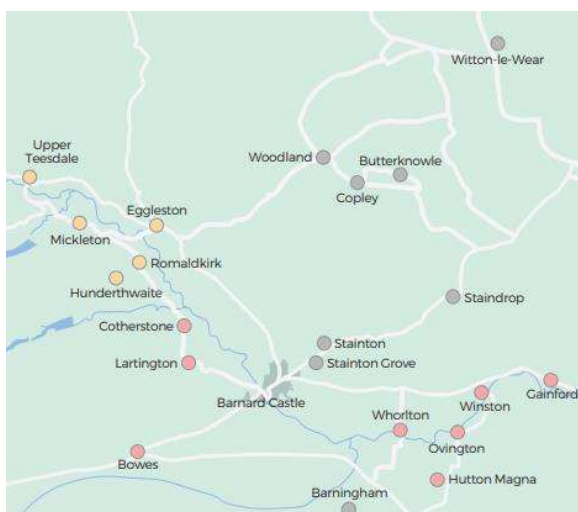
Why are you building in my area?

GoFibre have been awarded two multi-million pound contracts under the UK government's Project Gigabit which is rolling out fast and reliable full fibre broadband across the UK. We were awarded these contracts in 2022, and they are close to completion.

We are building in your area as Project Gigabit targets homes and businesses that are not included in other companies' commercial plans, reaching rural and remote areas of the country that would otherwise miss out.

Are there other areas near me that have access to your full fibre connection?

We have three main build areas across Teesdale: Barnard Castle, Middleton-in-Teesdale and West Auckland. Below is our build map where you can see the other towns and villages we have been building in:



How much will switching to GoFibre cost me?

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There are no upfront costs switching to us and we can even help with any early termination fees you may have with your previous provider for up to £200! The installation is completely free, as is any work we may need to do beforehand to bring the fibre cable to your property (there's more on the installation method under 'How does my home get connected').

We can also offer a landline using VOIP (Voice over Internet phone), which is a technology that allows you to make phone calls via your full fibre connection, as opposed to using the traditional copper system previously installed. Should you wish to keep your existing number, there will be an upfront cost of £30. Alternatively, we can generate a new number at no additional cost!

How much will GoFibre cost monthly?

We have a range of different speeds available to you, below is your package options with the live costs available in August 2025:

150mpbs: £24.50

300mbps: £33

500mbps: £33

1GB (MAX package): £38.50

We also offer a range of add-ons which can be added to your package for an additional monthly cost. These are the following:

Advanced Router: £5

Built for high demanding homes where multiple devices are always online. It reduces interference, boosts range, and delivers top-tier performance.

Balanced Broadband: £5.26

Helping you upload, stream and share without any limits. No more sluggish video calls, delayed uploads, or laggy gameplay.

Enhanced Wi-Fi: £5

If you have a large home, thick walls or multiple floors, you can add one (or more) extra router to your setup, creating your own powerful mesh network.

Call Plan+ : £8.50

Using your new full fibre connection, you can enjoy unlimited anytime calls to UK landlines and mobiles.

WiFi Wizard - Wi-Fi and Parental Controls: £2.50

Using tracking and content filtering you can utilise parental controls, manage online time, block inappropriate content and set internet restrictions, creating a controlled and safe online experience for the whole family!

Cybershield - Antivirus internet protection: £2.50

Your ultimate defense against viruses, malware, ransomware and any threats that may put your devices at risk.

What's the difference between my current connection and what GoFibre have to offer?

GoFibre will install a fibre cable directly into your premises, providing faster, more reliable speeds and a future-proof connection. You'll be able to use multiple devices simultaneously without experiencing issues like dropouts or lag.

I currently have extenders/boosters from my previous connection. Will I need them once I'm installed with GoFibre?

We always recommend if you have extenders with your current provider, you'll benefit from having them with us. We have a few different ways we can assist in combating bigger homes and properties with thicker walls. These are our Advanced Router and Enhanced Wi-Fi (explanations of each can be found previously in 'How much will GoFibre cost monthly?').

How does my home get connected?

Full fibre installation is usually quick and easy. Here's what will happen on the day of the installation:

- **Planning the fibre route:** Our engineer will work their magic to bring the fibre optic cable from the distribution point into your home in the smoothest way possible. They can either run the cable overhead (using a telegraph pole) or underground, depending on how your network is built. And if any digging is needed, they'll explain exactly where and why.

- **Installing the equipment:** Inside your home, it is likely that the engineer will need to drill a small hole (10mm) to bring the cable in. They'll then install a device called the Optical Network Terminal (ONT), which connects to the fibre cable and brings the internet into your home.
- **Testing and setting up:** Once everything's set up, our engineer will give the connection a quick test to make sure it's all running smoothly. Then, they'll set up your router and ensure everything is turned on and transmitting a Wi-Fi signal, so you're ready to use your new, super-fast internet.

Although it's rare, if the installation turns out to be a bit trickier than expected or if something pops up—like access issues or tricky wiring—our engineer will talk you through the options on the day. We'll usually find a simple workaround that's tailored to your property. Just bear with us, as these issues can be a bit unpredictable and sometimes require working with other suppliers or local authorities. But rest assured, we'll do everything we can to get you up and running as quickly as possible!

How long will it take me to get connected once I've signed up?

Once you're all signed up, we aim to have you installed within 14 days! Each property is different, so sometimes this may be shorter or longer, but we'll keep you up to date throughout each step of your journey (as above).

Will I have to contact my previous provider?

Great news, we can do this for you. We understand getting in touch with providers can be tough.

What if I change my mind?

If you have signed your contract and changed your mind before your any work is done on your property or your installation has been carried out, you have the right to cancel at any time.

New customers (post installation) have the right to change their mind up to 14 days after cancellation. You will, however, be required to cover the cost of your installation or any other associated costs.

Can I bring my phone line over to GoFibre?

You sure can!

If you want to keep your current phone number, there will be an upfront cost of £30 to transfer your number from your previous provider. If you don't want to transfer your number, we can assign you a new one free of charge.

Will GoFibre support my care alarm system?

At this time, we do not support any care alarm systems.

Can I use my own router after I'm installed with GoFibre?

You can indeed. We're super confident our routers will do exactly what you need them to, but should you wish to use your own, you can. Our technical team, however, are unable to support these routers, and we'll need you to keep our router in the instance we need to remotely access your connection for troubleshooting.

Can I switch to other providers after my 24 months with GoFibre using the same infrastructure?

We do not lease our lines to other providers (we're pretty confident you won't need anyone else). Should you wish to switch to another full fibre provider, they will have to install their own equipment.

If I'm served underground, how does the fibre cable get to my house?

To bring the cable to your home, depending on your property, we may need to dig up a small area of your garden or driveway. Our team are very experienced in doing this, but we'll always make you aware of what needs to be done and when it will be done before we make a start.

When is the copper switch-off going to happen?

The copper switch-off was originally planned for 2025, but has been delayed to January 2027.

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