

Paul Wakefield

Good afternoon Ian

Thank you for your interest and apologies for the slow reply.

Residents should be notified automatically once our full fibre service is available, this can typically take a few weeks after the build work is complete.

Switching is not automatic, unless customers are already with one of our ISP partners, such as TalkTalk or Sky, in which case this may happen via 'migration' from the existing network to CityFibre's network without the customer having to change their ISP.

The best way to stay informed is to visit <https://cityfibre.com/> and submit your name and email to register your interest. Once service is available you can revisit the above website, enter your address and all the available ISP partners will be listed and available to choose from.

Speeds up to 5.bGbps are available on our symmetrical network, meaning you get the same speeds upload as well as download.

I am more than happy to brief you and your fellow Councillors and to answer any questions, if you feel that would be beneficial

Best regards

Paul

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