

Service as standard

We are passionate about delivering the best customer experiences and our services are rated very highly on popular review sites:

Google

★ Trustpilot

See exactly what our customers have to say about us by visiting the above sites or fibrenew.com/reviews

Questions? We're here to help

With exceptional service from our UK call centre, help and advice is available

Monday - Friday 8am - 8pm and Saturday 9am - 5pm



0333 234 2220



support@fibrenew.com

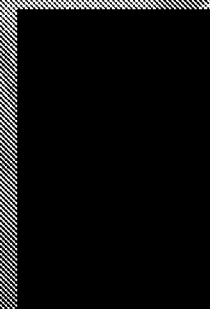
To sign up you will need your Unique Customer Reference.
Please ask your Sales Advisor to provide this:

C:

D:

P:

See www.fibrenew.com for up to date pricing, further details on our products and services and to view our full terms and conditions. FibreNest is a trading name of Persimmon Homes Ltd. Service is only available to properties on Persimmon Homes and Charles Church developments. FibreNest new build Sales Leaflet V4.0 July 2020.



FibreNest™

Your home, better connected
for a brighter future



Congratulations!

Up to 500Mb broadband will be
available on this development

FibreNest provides you with ultrafast, totally unlimited
full fibre-optic internet access directly into your new home.

To have your new home connected, sign up now at
Questions? We're only a phone call away -



Choose the best package for you²

We know every household is different, that's why we've put together six amazing packages to suit everyone's needs. From surfing the net on the sofa to binge watching the latest box set, streaming music with friends to ruling the galaxy in the latest must have game – we've got the speed for you.

		Download Times ³	
	500Mb - Ultrafast Broadband up to 500mb download up to 50mb upload	 00:03:16	£45 per month
	Exceptionally fast broadband - great for families with many devices, avid gamers, home workers or those who spend a lot of time online.	 00:11:00	NO SETUP FEE
	250Mb - Megafast Broadband up to 250mb download up to 25mb upload	 00:08:36	£40 per month
	For more demanding households - stream 4k Ultra-HD content, play online games and more on multiple devices all at the same time.	 00:21:45	NO SETUP FEE
	125Mb - Superfast Broadband up to 125mb download up to 10mb upload	 00:17:00	£35 per month
	Do much more online - like watch full HD TV whilst performing larger downloads and generally being more active on the internet.	 00:33:48	+ a one-off £20 setup fee
	75Mb - Faster Broadband up to 75mb download up to 7mb upload	 00:23:00	£31 per month
	For the moderate user - browse the web more intensively or play online games at the same time as watching catch-up TV.	 01:17:00	+ a one-off £20 setup fee
	20Mb - Standard Broadband up to 20mb download up to 2mb upload	 01:20:00	£25 per month
	Basic broadband - perform more of the everyday online essentials like streaming music and downloading larger files.	 01:30:00	+ a one-off £20 setup fee
	10Mb - Budget Broadband up to 10mb download up to 1mb upload	 02:40:00	£14 per month
	Our entry level service - suitable for general web browsing, email, online shopping and banking.	 04:00:00	+ a one-off £20 setup fee



Full fibre to the home. No hidden costs.

No price rises during the minimum term of your contract and no automatic price increases at the end!
Minimum 12 month term applies. All prices inc. VAT and are correct at time of printing.

Frequently asked questions

How do FibreNest's prices compare?

We are committed to delivering excellent value for money. That's why we guarantee you will never pay more for the same speed package than you would do if another nationally available full fibre provider were to be installed on this development! What's more, we guarantee no price rises during your minimum term and no automatic price increases at the end⁴ – meaning you can purchase with complete peace of mind.

What is the setup fee for?

The setup fee covers the cost of having your FibreNest service pre-installed into your new home so it is ready for when you move in. We do this to provide you with a neat and tidy installation and to avoid the need for unsightly surface wiring, which may be required if your service was to be installed afterwards. There is no set up fee on our two fastest packages.

Why is FibreNest being installed?

We want all customers to have access to the best possible internet speeds as part of their decision to purchase a new Persimmon Group home. Only full fibre to the home can deliver this and support the growing need for high speed online services. However, not all infrastructure operators are able to guarantee delivery of full fibre to every new UK housing development. Furthermore, where this can be delivered, few well known internet providers are actually able to deliver their services to you over it, unlike with traditional broadband delivered over copper telephone lines.

FibreNest is being installed to ensure that your new home will be online in the shortest possible time and that you will be able to enjoy some of the fastest speeds available anywhere in the UK today.

More frequently asked questions available at fibrenewest.com/support

Just need a landline? No problem.

Great value voice packages are available when taken in addition to one of our broadband packages. With competitive rates and great features, you can keep talking to your friends, family and loved ones for less.



For further details see

Great service. Guaranteed.

¹FibreNest will not increase the price of your package during the minimum term of your contract unless required to by a change in law or regulatory obligations, for example, due to an increase in the rate of VAT. Nor does FibreNest plan automatic price increases to apply at the end of your minimum term; however, the basic price of our packages may vary over time and may take effect before you enter a subsequent minimum term with us.
²Upload and download speeds represent the maximum attainable. Speeds may be slower during peak times. The speeds received by customers may also be reduced by other factors, including the operation of FibreNest's traffic management policy.
³Estimated download times are calculated at the maximum attainable speed and assumes that speed being available for the duration of the download. Speeds are delivered to your FibreNest router and may not be achieved when using a device that is incapable of communicating at that speed.
⁴Price guarantee applies to the nationally available full-fibre to the home broadband providers which would most likely have been available to you should the development not be receiving FibreNest. At the time of printing, these were: Andrews & Arnold Ltd, Aquiss, BT, Cerberus Networks, Fibre.net, Giganet, Next Vision, OniTalk, Pine Media, Spectrum Internet, Structured Communications, Syscomm, TalkTalk and Zen.