

Frequently asked questions about broadband in Rotherhithe

What's different about the Rotherhithe area?

Traditional docks areas are more difficult to connect, however in Rotherhithe there are additional factors:

The distance from the nearest telephone exchange

Broadband speeds tend to weaken about 1.4 km from the exchange. The nearest exchange to the Rotherhithe area is located on Lynton Road, which is about 1.3 km away from Lower Road

The gap between Openreach fibre enabled “green boxes”

Rotherhithe has areas not yet covered by an Openreach fibre cabinet, so the only connection is through slower copper lines.

Exchange only telephone lines

Many properties in the Rotherhithe area have copper landlines that do not connect to Openreach’s green boxes. To access a fibre connection, these properties will need their telephone lines re-arranged.

What are Download and Upload speeds?

Download speed is the rate that information is transferred from the internet to your computer.

Upload speed is the rate that information is transferred from your computer to the internet (shown in Mbps).

What are Mbps?

Broadband speeds are measured in 'megabits per second', often shortened to Mbps. The higher the number of Mbps you have, the faster your online activity should be.

What is fibre broadband and how fast is it?

Fibre broadband is the new generation of broadband - much faster and more reliable.

Whilst traditional broadband (known as ADSL) is delivered via copper telephone lines, fibre broadband uses fibre optic cables.

Fibre broadband can be delivered in two ways:

1. Fibre to the cabinet (FTTC)

- FTTC provides download speeds up to 80Mbps and upload speeds up to 20Mbps.
- The exact speed you get depends on:
 - i. the length of your line from the telephone exchange or green box
 - ii. the line quality
 - iii. your equipment and internal wiring

2. Fibre to the premises (FTTP)

- FTTP is sometimes referenced as fibre to the home (FTTH)
- FTTP means fibre-optic cables run right to the door of each house or business
- It provides download speeds of up to 330Mbps and upload speeds of up to 30Mbps
- Speeds available are not affected by distance as with FTTC

How do I find out what my current broadband speed is?

You can contact your internet service provider.

Or, you can use a [broadband speed test](#).

Speeds vary depending on how many people are using the internet - so it's best to run the test during peak and off-peak times to get an accurate speed.

What is 'superfast' and 'basic' broadband?

'Superfast' broadband is broadband at speeds more than 24 Megabits per second (Mbps).

'Basic' broadband delivers access speeds of at least 2Mbps.

What are the benefits of superfast broadband?

- Improved access to online shopping, banking and public services
- Being able to stay in touch with family and friends online
- Residents have better access to online learning opportunities
- Residents can work from home which can save time, money and reduces impact on of your car on the environment.

How can I find out which exchange I'm covered by?

[SamKnows](#) is a very useful website to learn about current providers in your area.

To find out what physical structure your address is connected to, check the [BT line check](#) site.