RUNFIBRE

Department for Digital, Culture, Media & Sport

Runfibre Ltd is a registed supplier with DCMS for the rural gigabit broadband voucher scheme. We work with communities to enable government grants for gigabit connectivity.
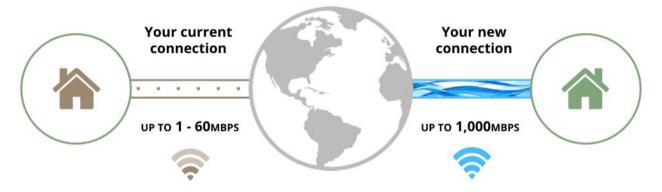
NOTICE: Important Information
Imminent infrastructure works
that effect your property

runfibre.co.uk
Company #12773262
Tel: 01454 556 470

We are helping the government connect rural properties across South Gloucestershire to 'gigabit capable' broadband (the essential service used for internet, phone and TV).
The government's goal is to close the connectivity gap between urban and rural areas in the UK as well as making preparations for the decommissioning of your current copper fed connection.

You must take action now to secure the funding for your property.

Your current connection

UP TO **1 - 60**MBPS

Your new connection

UP TO **1,000**MBPS

What does your voucher cover?
£1,000+ to fund the deployment of gigabit capable infrastructure to your property. Giving you access to a faster, more reliable and future proof broadband connection for your essential services.

Property survey

Rural properties often require bespoke solutions. Our engineers will meet with you to plan your solution and ensure you are happy to move forward.
Covered

Property install

All the network materials, equipment and labour costs to connect your property.
Covered

Costs not covered by your voucher.

Service subscription

Your monthly service costs are not covered by your voucher. You'll require one of our internet subscription packages to make use of your new connection.

But the good news is
- You can cancel your subscription without penalty in the first 14 days.
- You can delay the start date to a time that suits you.

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How to claim your £1,000+ voucher

Option 1 - Claim using our website
- Visit our website: runfibre.co.uk
- Enter your postcode, address and contact details.
- Follow the instructions presented to you.

Option 2 - Claim by phone
- Call us on 01454 556 470

If you have already registered with us and claimed your voucher - Please take no further action
If you are unsure about the status of a previous claim please call us on: 01454 556 470

Frequently asked questions

This almost seems too good to be true, how can I validate the gigabit voucher scheme?
The gigabit voucher scheme website can be found at the following .gov government website:
https://gigabitvoucher.culture.gov.uk/
You can enter your postcode into this website and see that 'Runfibre Ltd' is a registered supplier and active in your area.

Will my current internet / TV / phone services be affected?
Your new gigabit capable broadband service will be independent to any of your current services, you have the option to use either or both without interruption. On your new connection you will be able to continue accessing all of your internet services just like you did before, difference being it will be much quicker and far more reliable when using email, video conferencing & streaming services such as BBC iPlayer, Netflix, Amazon prime & Google etc.

I have a TV service bundled with my internet, what should i do?
If you would like to continue watching TV channels provided exclusively by companies such as Sky or Virgin then you can switch to a TV only package with them directly.

Does Runfibre offer a phone service to replace my current line-rental?
We are finalising our phone service and it will be available soon. You will be able to keep your current telephone number. You will not need to pay line-rental to your previous supplier if you use our phone service. Our monthly charge will be in-line with your current phone service or cheaper.

Will I lose my connection if something happens to Runfibre?
We provide essential public services and are regulated by Ofcom. This means there are strict regulations in place to ensure that the underlying infrastructure that connects your home is always maintained.

The statements in this letter are true to the best of our knowledge at the time of writing.