

1. What are the new FTTB changes?  
A Openserve and Frogfoot Fibre Premium and Lite packages and pricing
  
2. Why are there changes?  
A The change is due to Openserve and Frogfoot upgrading their packages and pricing for end-users to have an overall better experience
  
3. How is it changing?  
A New packages with higher up and download speeds offering more value to replace old packages
  
4. How does it impact me?  
A This would affect new and existing customers. Existing customers will be upgraded to the higher packages at the new rates
  
5. When does it come to effect?  
A As of 1<sup>st</sup> June 2023
  
6. I have read that Openserve has already changed their packages, what will I receive if I order during May?  
A You will receive the new packages at the higher speeds but your pricing will only change in June.
  
7. Will I incur migration charges if I move to a new plan?  
A Customers may migrate between plans without incurring migration charges
  
8. Will I incur penalty charges if I cancel the service?  
A Customers who cancel services whilst still in contract will incur penalty charges
  
9. What will happen to my existing FTTB Openserve and Frogfoot services?  
A Existing old packages will be migrated/replaced by new packages and pricing