

# TheWire

Fibre1  
NEWS

KEEPING YOU CONNECTED



## Fibre 1 Update

We are going through uncharted times due to the Coronavirus outbreak, but we want to reassure all our customers that it is business as usual. We are adjusting to home working and are committed to ensuring we continue to support you during these uncertain times.

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### We want to help

We understand that the next few months are going to be challenging for our customers, there are several things we can do to help try and ensure your business runs as normal as possible during this pandemic.

This includes:

- Diverting of calls to mobile phones
- Update of voicemail messages if required
- Bria Stretto Mobile App - An addition to your monthly plan allowing your employees to have their office phone on their mobile

### Homeworking

You may be finding that your home connection is not up to the task, some carriers have also been restricting their networks in an effort to give a better experience for all.

Whilst we primarily deal with business connections, for the time being we are willing to look at reviewing your home connections for staff to see if we can help give a better connection.

Get in touch to query any connections you have at home that we can help with.

Whilst Openreach are not doing visits to properties during this time migrations of services are not affected as they require no work inside your property.

If you would like any further information on what we can do please do not hesitate to get in touch on 0800 989 0052 or email [support@fibre1.uk](mailto:support@fibre1.uk)

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## **Our Main Focuses of 2020**

We appreciate that our customers require fast fibre broadband and one of our main focuses in 2020 is to ensure that we can help as many customers as possible benefit from a FTTP connection. FTTP offers the highest internet transfer speed among all contended services and its availability across the UK is expanding at a fast rate.

If FTTP is not available, we will of course offer the fastest available option to get you connected.

To find out more about this service or to check if it is available in your area please contact us.

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## **Making the leap to better telephony**

As ISDN lines are no longer available to purchase and PSTN lines being phased out by 2025 we urge all our customers to make the move to a VoIP service sooner rather than later. Hosted VoIP is the future of telephony and comes with a range of benefits. If you would like to find out more about how a hosted VoIP system could benefit you are your business get in touch with a member of our team today

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## **We are going Mobile**

Here at Fibre 1 we can provide customers with a business mobile solution. We can quote for any model of phone currently available within the UK and deals for several major network providers including O2, Vodafone and EE.

For a no obligation quote contact support@fibre1.uk or call 0800 989 0052

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## **Microsoft Teams**

Integrating of Microsoft Teams into our Hosted VoIP system is being worked on as we speak. As soon as we have more information on this, we will send out further detail to all our customers.

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## **What else can we offer**

Our product portfolio doesn't stop at just FTTP & VoIP.

We can offer solutions for several services including:

Leased Lines  
Ethernet First Mile  
GFast  
FTTC  
4G solutions  
and much more.

For further information or for a quote please get in touch

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If you require any information on any of our products old or new or would like a quote  
Email: support@fibre1.uk call 0800 989 0052

