



Island call
centres, Island
staff and Island
engineers.

Full-Fibre Broadband and Telephone

A Different Kind of Broadband • Full-fibre • Ultrafast • Future-proof



A different kind of broadband...

The Full-Fibre Experience

Delivering speeds of up to 900Mb putting the Island at the forefront of the digital economy.

Experience the Internet like never before with instant downloads, crystal clear ultra HDTV and endless possibilities. Spend less time buffering and more time video chatting, uploading family videos, playing your favourite online games or watching Netflix in its full UltraHD 4K glory. There's enough bandwidth for the entire family.



See how your current speed compares by taking the Isle of Wight Speedtest

www.isleofwightspeedtest.com



What is Full-fibre?

Full-fibre broadband from WightFibre uses the latest technology made from optical fibre rather than copper. WightFibre Full-fibre broadband uses this fibre optic cabling all the way from the exchange into your home. This compares to the BT Openreach network used by BT, Sky, TalkTalk and others which uses fibre to the cabinet but then copper twisted pair from the cabinet to the home.



More Reliable

Bad weather or lots of people on the Internet at the same time, creating more contention, might mean your current copper service sometimes drops out. A Full-fibre network uses fewer electrical components in the network and has a Full-fibre optical cable dedicated to your home only making your broadband much more reliable and is not affected by the weather or how many people are on the internet at the same time.



Why Full-fibre?

WightFibre Full-fibre broadband is true fibre broadband. It delivers broadband as fast as any in the world, you'll always have the best speeds your smartphones, TVs, laptops, gaming console and tablets can handle. Even when they are all online all at the same time.



Easy to Install

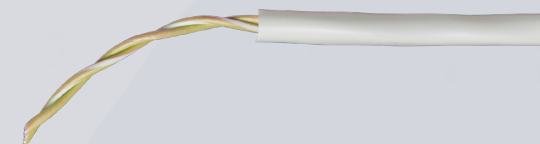
Our expert engineers will lay a fibre-optic cable from the street by a route we agree with you into your home to your desired location. They will put everything back as it was and won't leave until your Full-fibre, ultrafast and future-proof broadband is up and running.



Future Proof

As things like Smart TVs, tablets, gaming consoles and mobiles improve, they'll depend more and more on a strong, fast and stable connection. Going ultrafast means when everybody starts to do more things online, screens won't freeze, jump or stop like they might have done before. This is because it is Full-fibre all the way into your home. WightFibre Full-fibre broadband will always be able to handle your needs.

Other Fibre Broadband



Wightfibre Full-fibre Broadband





Every WightFibre customer will receive a Plume SuperPod™ to provide all the HomePass® features as standard.

Download the Plume app as soon as you've signed-up. Either from the Google Play store or the Apple App Store.



HomePass®

Parental and Device Control

Do all of these things with our HomePass® app on your phone:

Parental Controls

Make the internet a safer place by managing the type of content that each device or profile can access.

Additionally, approve or block specific websites per device or profile to keep your family safe.

Home all access

Give full home WiFi access to people you implicitly trust.

This will allow their devices to interact with all other connected devices in your home.

Limited Guest Access

Create custom passwords for each guest and then choose which connected devices—like printers, TVs, security cameras or thermostats— they can access to make them feel instantly at home.

Internet Only Access

Devices with Internet only WiFi passwords will only be connected to the Internet and not any of the connected devices in your home.

Internet Freeze

Going offline is sometimes a good habit! Schedule an Internet freeze, give a time out to a specific device or person and monitor their levels of Internet usage

Internet Security

Online Protection

Cyberthreats are evolving. So are we. Plume filters out suspicious content as your devices connect to the Internet, providing you with real-time threat protection against crypto-mining, ransomware, malware, viruses, botnets, phishing attacks and more.

Advanced IoT Protection

Plume identifies all your connected devices and

continuously monitors them for suspicious activity. If a device is compromised, Plume quarantines the device, preventing the threat from spreading to the rest of your connected devices.

Adblocking

Plume blocks the ad content coming from known ad servers.

Adaptive WiFi

Our WiFi delivers ultra-fast, perfectly consistent connectivity across every room. Unlike mesh WiFi setups that only work in a static manner, our system continuously learns and performs self optimizations to keep things running smoothly. HomePass automatically detects the brand and model of your connected devices, ensuring your beloved devices are given capacity to run at full potential.

WightFibre Whole Home WiFi, Powered by Plume HomePass®.

Add extra SuperPods depending on the size of your home.



Trademarks & Privacy

Plume, Plume Adaptive WiFi, SuperPod, HomePass and AI Security are either trademarks, or registered trademarks of Plume Design, Inc. WightFibre Whole Home WiFi, Powered by Plume Privacy policy can be found on our website.



Upgrade to Whole Home WiFi

Extra WiFi that covers your whole home – guaranteed! Use multiple devices in multiple rooms at the same time with WightFibre Whole Home WiFi Powered by Plume.

Never a dull moment

Walk room-to-room on a FaceTime call, stream your favourite 4K content or download a large work file – all at the same time.

Using breakthrough cloud-based technology powered by AI, Plume provides you with full-strength, uninterrupted connectivity where and when you need it.

Getting smarter all the time

Unlike other mesh network systems, Plume® continuously learns about your internet needs and performs advanced self-optimisations, allocating capacity to devices that need it most. And it gets better each day!

Whole Home WiFi Guarantee or £100 credit on your next bill*

Read more about our Whole Home WiFi guarantee on our website at www.wightfibre.com or call Customer Service on 01983 24 24 24.

*Some features only available with Whole Home WiFi



Telephone

Add-Ons

With a huge amount of features available to accompany your phone line, WightFibre's phone service is truly unique to you.

Evening & Weekend Calls

Free evening (between 6pm and 8am) & weekend calls to 01, 02, 03, 07 mobile numbers on EE, Vodafone, O2 and THREE for up to 60 minutes. Some 05 and 08 number access charges.

Anytime Calls

Make a lot of calls? Not a problem, we can guarantee you free calls to any 01, 02, 03 numbers and most 07 numbers. This also includes 0845 and 0870 numbers and 07 mobile numbers on EE, Vodafone, O2, THREE and Associated networks.

Anytime International

Free calls to the relatives in Australia, or a friend in Sweden? Yes please. Free calls to over 33 destinations worldwide.

Battery Back-up

As our phone line works through your broadband connection, you won't be able to make or receive calls if you lose power at home. If you can't use a mobile nor have another way to make a phone call, order our battery back-up to power your phone line for up to an hour.

Not suitable for cordless phones that require their own mains power.

Call Features

Enjoy the flexibility of using your phone how you want and when you want. Going out and don't want to miss an important call? Not a problem.

Call Forwarding

Forward your calls to any other number. Dial *70, followed by the number you want calls diverted to. Remove this feature by dialling #70.

Call Forwarding while busy

Forwards calls if your line is in use. Dial *76 followed by number you want calls diverted to, and #76 to disable.

Call Forward on no reply

Forwards calls if line is not picked up. Dial *77 to enable, followed by number of phone receiving forwarded calls. Dial #77 to disable.

Anonymous Caller Rejection

You may not want to receive calls from those who hide their number. Take note however, that this will include places such as a doctor's surgery, hospitals, or certain official call centres. To enable this feature please call our Customer Service department.

Conceal Number

If you want to hide your number for just the one call, dial 141, followed by the number you wish to dial.

Call Blocker

Prevent nuisance and unwanted calls with advanced call screening, block undesirable callers with a blacklist and allow friends and family straight through with a whitelist.

Enable your WightFibre Call Blocker for free today! Simply dial 1490 from your WightFibre phone



For more
information, go to

www.wightfibre.com/callblocker



01983 240 240
www.wightfibre.com