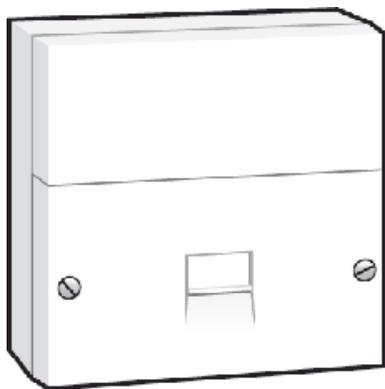


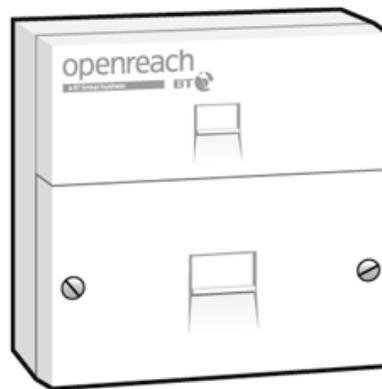
## FTTC Guidelines

If any of the details for your FTTC order change before your activation date, please let us know as soon as possible so that they can be amended with BT Openreach. Please note that this may result in the activation being rescheduled for a later date.

- If the FTTC service is an upgrade of an existing ADSL connection, the router will require changes to be made to its configuration. If you have any questions about how to do this, please contact our Customer Care Team on **0345 145 1234**
- Please ensure that you are aware of the PSTN line that will be upgraded to FTTC, and the location of its socket as this is where the router will need to be installed. If you would like to clarify, please don't hesitate to get in touch with a member of our Customer Care Team.
- In order to receive FTTC connectivity, you will require a router or device that is able to perform as a VDSL modem - for example, a Draytek Vigor 2860 router. If you have not ordered this specific router with Exa Networks, have a different version of the device (such as a Vigor 2830), or would like to use an alternative make or model, please contact our Customer Care Team or your Account Manager for guidance
- If the socket of the PSTN line used to provide the FTTC service does not have a pre-filtered faceplate, a microfilter will be required to enable the connection to run effectively. A microfilter is included with every router supplied by Exa Networks. If the socket is pre-filtered, this step is not required.



The above faceplate is non-filtered. You will require a microfilter to be fitted to this type of socket to allow your FTTC connectivity service to work effectively.



This is a filtered faceplate, identifiable by the two sockets. The top one is for broadband and the below is for telephone. A microfilter is not required with this type of faceplate.

- If you have a socket different to those above, and are unsure if a microfilter is required, please see the following guide: [www.exa.is/mastersocket](http://www.exa.is/mastersocket)
- If the activation of the FTTC service cannot be performed due to engineering issues, we will inform you as soon as possible of the next step or rescheduled live date.