



Alt Broadband Service Description

Please read this document side-by-side with your Terms and Conditions.

This Service Description explains everything you need to know about your Ogi home alternative full fibre broadband service: Ogi Alt 150, Ogi Alt 300 or Ogi Alt 900.

This information is just about your broadband package, so if you've also signed up for an Ogi Voice service, that Service Description can be found separately by visiting www.ogi.wales/terms.

This service description is intended for guidance only and does not form part of our Terms and Conditions. For contractual obligations and guidance please read the [Terms and Conditions for home services](#).

Services

Ogi Alt 150, Ogi Alt 300 and Ogi Alt 900 are the alternative full fibre (FTTP) services we offer customers for domestic use, using Openreach's full fibre network.

Ogi Alt services are delivered over Openreach's full fibre network in areas where Ogi has enabled the Openreach exchange for the delivery of our products. Openreach must also have made full fibre (Fibre to the Premise / FTTP) available in the area.

These services are standard Openreach products. All your Customer Care support will be provided by Ogi.

Contract Term

Ogi Alt 150, Ogi Alt 300 and Ogi Alt 900 services are offered as 12- and 24-month contracts.

Cancellations are governed by the relevant Terms and Conditions.

We'll get in touch with you around a month before the end of your contract term to let you know that your contract is due for renewal.

If you don't renew or don't terminate your contract with us, you'll default to a rolling contract at your original contract price. We'll then get in touch with you every year to let you know about the best prices available to you in your area.

If we are able to connect you to Ogi's own full fibre network at any stage during your contract term, we'll contact you to offer you the opportunity to switch to an Ogi connection at no extra cost to you.

Billing

Your Bill will be sent to your e-mail address (unless you've asked for a paper bill at an additional cost) and will include all the charges incurred in the period, including your broadband costs.

Our bills will cover a period of 1 month, unless this is your first bill, which will start from your activation date to the end of the following month.

The amount will be debited from your account via direct debit on or around the date notified on your bill.

Any discounts will be shown on your bill with a description, and we'll also explain if it's a one-off or recurring discount.

If you're concerned about your bill, [contact our billing team](#) and choose "A question about my bill" or phone us on [029 2002 0550](tel:02920020550).

Complaints

We always aim to provide a positive experience. However, things go wrong from time to time, and if you feel that our service has fallen short of your expectations, then please let us know, so that we can improve things for the future.

Contact our Customer Care team to share your complaint with us, or email complaints@ogi.wales. Our full [Complaints Code](#) can be found on our website.

Cancellations

Cooling-off period

You've a 14-day cooling-off period to cancel your initial Ogi fibre broadband order if that's what you'd like to do.

If you'd like to have your service installed during the cooling-off period that's no problem, but if you choose to cancel your order before the end of your 14-day cooling-off period, you'll be charged for the installation costs incurred by Ogi.

If you do want to cancel, let us know in writing. [Contact our sales team](#) or send us a letter. You can also cancel by [using the dedicated form on our website](#).

Terminations

If you want to terminate your service after the initial 14-day cooling-off period or after your service has been activated, we'll need 30 days' notice from you in writing by visiting www.ogi.wales/contact or writing a letter – and costs will apply, depending on your circumstances.

If there is a death in the family and you need to close the account, the person acting on behalf of the customer can terminate the contract at no cost, and return the wifi equipment to us. They can also transfer the contract to another person, on the same terms, and at no cost. Take a look at our Terms and Conditions for more information about cancelling your service.

Moving House

If you plan to move house, you may be able to migrate your service over to a new address to minimise the hassle and prevent a loss of service to you.

Our ability to do this will depend on where you're moving to, and the nature of your current service from us. Please get in touch with our sales team by [contacting our sales team](#) to find out if we're able to help.

If we're not able to offer a service at your new property, or you choose not to take up an Ogi service at your new address, then your current service will need to be ceased and our standard terms for ceasing a service will apply. You'll need to return your router(s) to us using a returns postage pack provided by Ogi.

If we are able to offer you a future service, you may be charged an installation fee at your new address. You can choose to take your router(s) with you, but please discuss this with our team first.

Installing your service

Your full fibre broadband is delivered via an Openreach fibre optic connection to your home or property. This stops at the Optical Network Terminal (ONT), a little box that will be installed inside your home.

The ONT has a Gigabit Ethernet Port into which your router is connected. Your ONT and wifi equipment are also known as Customer Premises Equipment (CPE).

Openreach will aim to install your Ogi connection within 7-14 days of taking your order, depending on how busy their crews are.

They will also install your router(s). Openreach will communicate with you directly to let you know when they plan to visit your property.

Ogi will charge Openreach's Standard Installation fee for your installation. [Please check our Price Guide](#) for the latest fees.

Missed Installation

In the event you miss your Installation appointment, and an engineer has turned up to the property but can't access and/or can't start the installation, a missed installation fee might be charged.

In the event you re-schedule your Installation appointment after 12 noon, the day before an appointment, a missed installation fee might be charged.

Excess Construction Charges

From time-to-time, Openreach will raise excess charges where additional infrastructure is required to provide a new or extended service at your premises, or at another requested location where they would otherwise not choose to extend their network based on normal commercial criteria.

When it is identified that an installation will require additional work, Openreach will let us know and we'll get in touch with you to discuss and agree to any additional charges before the further installation work proceeds.

Equipment

Inside your home, Openreach will connect the fibre optic cable to your Optical Network Terminal (ONT) and then connect the ONT to your wifi router.

The ONT will need a standard plug socket. This should be within 1 meter of the ONT. Once active, the ONT can be connected to your wifi equipment. The wifi equipment is supplied by Ogi and will be installed by Openreach.

If Openreach isn't able to connect your wifi equipment for any reason, then you can find out how to set these up yourself by visiting our [help and support pages](#), and following our simple step-by-step guide.

Please also note that there may be limits to where your CPE can be placed. You'll be provided with the following router(s):

- Ogi Alt 150 customers will get a Zyxel EX3301 Wifi Router.
- Ogi Alt 300 and Ogi Alt 900 customers will also receive a Zyxel WX3100 Extender (as well as a router).

The wifi equipment will need a standard plug socket. This should be within 1 meter of the device. The CPE will request an Internet Protocol (IP) Address and we'll also use this opportunity to find your Media Access Control or MAC Address to allow us to identify any other CPE in your property and help to support you with any future connectivity issues you may have.

Security

The Zyxel equipment offers some additional security functions. Please refer to the relevant information guide for more details.

Returning your router(s) to Ogi

- Your CPE – including your ONT and router/extender – remain the property of Ogi throughout the period of your service from us.
- At the end of your contract, you'll be required to return your wifi equipment to us. The process is simple: we'll send you a pre-paid postage pack, and all you need to do is put the hardware into this package, pop to your local Post Office, and return the device/s to us to recycle. You'll be charged if you do not return these to us.

The Speed of your Connection

The speed achieved by our customers can vary for a range of reasons, including how much traffic there is on your local network and wider issues on the internet network across the UK and beyond.

Ogi's advertised download and upload speeds are lower than the average download and upload speeds achievable via an Openreach connection for at least 50% of our customers during peak hours (8pm-10pm every day).

As these are average speeds, they're not guaranteed.

The minimum download and upload speeds you can expect to receive are also included below. Here's a summary of the average speeds you can expect to receive from your Ogi Alt package, as well as the minimum download speeds guaranteed by Openreach:

	Average download speed at peak times*	Minimum download speed at peak times*	Average upload speed at peak times*
Ogi Alt 150	150Mbps	75Mbps	15Mbps
Ogi Alt 300	300Mbps	110Mbps	30Mbps
Ogi Alt 900	900Mbps	110Mbps	90Mbps

* Average speeds achieved by 50% of customers at peak times (8.00pm – 10.00pm). Averages can't be guaranteed and are subject to local usage and wider network demand.

We constantly check and optimise the wider network, but you can also test your own speeds using the [Ogi Speed Test](#). If your actual speeds are significantly lower than expected, please let us know and if we aren't able to improve things for you within 30 days



then you can end your contract with us free of charge. Please also refer to our Terms and Conditions for more information.

Faults

Faults can be raised with our Customer Care team by phone, email, webform or letter – the details are above.

Faults on the network

If the issue is due to a fault on the network we will aim to resolve the matter with Openreach, as outlined in your Terms and Conditions.

Faults with your home equipment – including your router(s)

- If you're in contract and there is a fault with your router/s, we'll replace the faulty item/s free of charge.
- If you're not in contract and your wifi router develops a fault, you may need to pay an administration and delivery fee for a replacement.
- If you've damaged the wifi router(s), then you'll be charged the appropriate fee for a replacement.
- If you've damaged the ONT or the fibre connection itself in any way, and we need to organise for a visit from Engineers then there will be a service charge applied for the call; with any work required – to replace a damaged ONT for example – charged on top.

If the issue is linked to your Ogi CPE equipment, we may also send an Ogi Engineer if necessary, but in the event that an Ogi Engineer is called out and no fault is found, a call-out charge may be levied.

Please read the [latest price guide](#) to find out more.

Some faults and issues will have nothing to do with your Ogi service or the CPE we've supplied to you. They might be to do with internet issues elsewhere, or with some of your own home devices, for instance.

If you've ongoing issues with the wifi signal in your home, we may be able to upgrade your wifi service with us for an additional fee. [Contact our sales team](#) for more.

If you experience a fault with the network or due to the CPE we've installed that isn't resolved according to our Terms and Conditions, please speak to our [Customer Care team](#) to discuss next steps.

Internet Protocol (IP) Address

These services come with a single dynamically allocated IPv4 Address. Under normal conditions these will not change on a regular basis however from time to time it may dynamically change due to network optimisation activity.

Add-ons

If you'd like to add a new element to your core package, such as an additional extender or a Voice service, please [contact our sales team](#).

Mesh Routers

- Mesh routers can be used to extend your wifi coverage throughout your home.
- Customers on the Ogi Alt 300 and 900 package will receive a Zyxel WX3100 mesh extender in addition to their Zyxel EX3301 router. This uses the Easy Mesh standard and is configured using the Zyxel MPro Mesh free mobile app.
- Ogi Alt 150 customers can add-on a mesh extender to your package, and Ogi Alt 300 and Ogi Alt 900 customers can add further extenders to your packages too, but if you're within three months of the end of your contract you must recontract with Ogi to do so.
- You can also request to remove an additional mesh router from your home if more than three months have passed since it was added to your home network, but you must return it to us, or you may be charged.

Upgrades and downgrades

If you would like to upgrade or downgrade the speed of your service from us, please [contact our sales team](#).

Upgrades

- You can choose to upgrade your service from us at any stage. The increased charges will be applied pro rata from the next bill you'll stay within your existing contract term.
- Openreach will action your upgrade, and it's normally completed within 24 hours of the request input.
- There is a 1-month minimum term, and we don't charge an admin fee for upgrading.
- If you enter a new contract term with us, upgrading from an Ogi Alt 150 to and Ogi Alt 300 or 900 package, you'll receive new CPE from us.
- If you chose to continue with your existing contract term, you'll keep your existing CPE until the contract ends.
- Downgrades
- After 12 months you can downgrade your service, entering a new contract period; or for the remaining contract period.
- No admin fee is charged but you may incur additional fees as we may need to send you new equipment.



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