

# Home Broadband Service Description

Read this document side-by-side with your Terms + Conditions

Version 2.0

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Use this menu to access the information you need faster.

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## Services

This service description document explains everything you need to know about your Ogi full fibre broadband service. This is just for your broadband package – so please check [www.ogi.wales/for-home/service-descriptions/](http://www.ogi.wales/for-home/service-descriptions/) for more info.

### Summary

We offer a range of speeds over our own full fibre network (Fibre to the Premises). These include Ogi 150, Ogi 200, Ogi 250, Ogi 300, Ogi 400, Ogi 500, Ogi 900 and Ogi 1Gig\*. The number refers to the Mbps service download speed (\*expect 1Gig where the download speed is 900Mbps).

Full fibre is available in select areas where Ogi's network has been deployed. You can find a full list of connected communities by visiting [www.ogi.wales/for-communities/](http://www.ogi.wales/for-communities/).

### Contract

All Ogi broadband services are offered on a minimum 12- or 24-month contract. Installation fees, prices and other charges depend on your package and contract terms.

We'll get in touch with you around a month before the end of your contract to discuss your renewal options. If you choose not to renew or cancel your contract, then you'll automatically move onto our rolling contract price. For more information, please check full fibre broadband service. This is just for your broadband package – please check [www.ogi.wales/for-home/service-descriptions/](http://www.ogi.wales/for-home/service-descriptions/) for more info.

This document is a summary of the broadband service we offer. For more information – including our full terms and conditions, please visit [www.ogi.wales/terms](http://www.ogi.wales/terms) and [www.ogi.wales/acceptable-use](http://www.ogi.wales/acceptable-use).

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## Home Broadband Installation

Ogi's home broadband services is a one-off charge for standard and enhanced installations. Prices valid from 05 January 2026.

	Standard + Enhanced (RRP)	24-month contract	12-month contract	Rolling price
Ogi 250	£60.00	£0.00	-	
Ogi 500	£60.00	£0.00	-	Standard or Enhanced price applies
Ogi 1Gig	£60.00	£0.00	-	

## Custom installation

Enhanced installations must be booked in advance and carry a minimum 60-minute charge. You might also be billed for additional materials and/or engineering support needed to complete the non-standard or enhanced install.

Customer-requested custom installation	Post-installation visit hourly charge (min 60-minute charge)
£80.00	£80.00

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## Billing

We email you a copy of your bill every month - about 10 days before your Direct Debit is due using the email you gave us when you registered. If it's missing, check your junk folder, or [get in touch with Customer Care](#) to make sure we've got the right email address.

You can also choose to have copies sent to you in the post for an extra £2.00 each month\*.

Your bill will include all of the changes associated with your account. You'll see any discounts or deals clearly on your bill – including if this is a one-off or recurring offer.

### First bill

Your first bill might look a little different if you order a service mid-month. That's because we calculate your bill from the day your service is activated – so your first bill might include usage over two months.

### Help and support

[MoneyHelper \(Money Advice Service\)](#) offers free, impartial guidance on money and pensions. It's backed by the government and full of helpful tools to understand your options and get advice on debt.

\*

Accessible versions of your bill are provided free of charge on request.

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## Speed

The speed achieved can vary for a range of reasons, including how much traffic there is on your local network on the internet in general – for example when a new game is released things might be busier. Ogi's advertised download and upload speeds are achievable for at least 50% of customers during peak hours (8pm-10pm every day)\*.

As these are average speeds, they're not guaranteed. The minimum download speed you can expect to receive during peak time is around half your advertised speed. Here's a summary of the speed you can expect to receive from us at peak times.

	Average Download Speed	Minimum Download Speed	Average Upload Speed
<b>Ogi 150</b>	150Mbps	75Mbps	15Mbps
<b>Ogi 200</b>	200Mbps	100Mbps	20Mbps
<b>Ogi 250</b>	250Mbps	125Mbps	25Mbps
<b>Ogi 300</b>	300Mbps	150Mbps	30Mbps
<b>Ogi 400</b>	400Mbps	200Mbps	40Mbps
<b>Ogi 500</b>	500Mbps	250Mbps	50Mbps
<b>Ogi 900 + Ogi 1Gig</b>	900Mbps	450Mbps	90Mbps

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## Speed

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We constantly check and optimise the Ogi network, but you can also test your own speed using the [Ogi Speed Test](#) or [using the handy checker in the eero app](#) (eero users only).

\*\*Additional double or super-up speed boosts are available across our product range for an additional fee. For more information, please [get in touch with the sales team](#) or phone [029 2002 0520](#).

	Average Upload Speed	Double-up Speed**	Super-up Speed**
<b>Ogi 150</b>	15Mbps	30Mbps	-
<b>Ogi 200</b>	20Mbps	40Mbps	-
<b>Ogi 250</b>	25Mbps	50Mbps	-
<b>Ogi 300</b>	30Mbps	60Mbps	-
<b>Ogi 400</b>	40Mbps	80Mbps	-
<b>Ogi 500</b>	50Mbps	100Mbps	-
<b>Ogi 900 + Ogi 1Gig</b>	90Mbps	-	900Mbps

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## If something's not right

We monitor our network 24/7, meaning we'll probably spot a problem before you do. But if we miss something, or you see something behaving differently then you can get in touch with our team for help. The quickest way to do this is by using our [Report a Fault form](#) or, if it's during opening hours, get in touch with our [Customer Care team](#). You can find up to date opening hours by visiting [www.ogi.wales](http://www.ogi.wales).

### Complaints

We will always do our best but if our response isn't up to scratch, you can raise a complaint. Our [Complaints Code](#) will let you know how the process works, and once you have all the information you need, you can email your complaint to [complaints@ogi.wales](mailto:complaints@ogi.wales). You can write to us too, at Complaints, Ty Ogi – Hodge House, 114-116 St Mary Street, Cardiff, CF10 1DY – and we'll acknowledge your complaint in writing.

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## Moving house

If you're moving house, you might be able to move your service too.

We'll only be able to do this if you're moving to an 'Ogi Community' with the availability of like-for-like services.

If you don't choose to take-up a new package from us or if we are not able to move your services to your new home, our standard terms for ceasing a service will apply (11 Termination).

You might be charged an installation fee for a new connection at your new address.

Please get in touch with the sales team or phone 029 2002 0520 to find out more.

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## Options

### Internet Protocol (IP) Addresses

All of our services for home users come with a single dynamically allocated IPv4 address. Under normal conditions these will not change on a regular basis, however from time to time the address might dynamically change due to network optimisation activity.

### 'Wires Only' Service

If you choose to use your own wifi router(s) to extend the internet beyond the Ogi Optical Network Terminal (ONT), we'll provide you with a Eco Voucher as a thank for playing a part in reducing e-waste. As the wifi equipment is a standard part of the Ogi package the monthly price you pay will stay the same.

The 'Wires Only' can be taken at the beginning of a contract. If you're upgrading and choose 'Wires Only' you'll need to return any equipment in working order before a voucher can be issued.

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[www.ogi.wales](http://www.ogi.wales)

[www.ogi.cymru](http://www.ogi.cymru)

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