

I'm not a bot

































Q10 You haven't said what problems so if your broadband isn't working and you haven't one yet use this link to check to see if there are any broadband problems or outages nearby... should determine if there's an identified fault, perhaps affecting multiple households. If there aren't any then try running the line test here can also run the test via the MySky app on a mobile data connection.Once completed, if it reports back that all is good click on 'broadband' to run an updated test. If you get amber or red you need to follow the on-screen instructions.If you're still having problems you may need to call Sky to report it. Dial 150 free from your Sky Talk landline (if its still working). This link provides information about the coloured lights on the various hubs worth adding that for customers wanting more home remember that Sky Broadband is a domestic service so you want receive any extra or quicker support.Call charges: may apply if you call from a non-Sky line. Check your providers tariff guide. New customers only. Sky Part Fibre or Full Fibre areas only. Speeds vary by location. Part Fibre speeds up to 76/19Mbps. Standard Full Fibre speeds up to 150/28Mbps. All prices exclude VAT at 20% and may vary during contract. Save up to 456.00 with Sky Business as a new customer when you switch from BT Business as an existing BT Business customer that is currently paying Standard Pricing. This comparison compares Sky Business' Essential plan with download speeds of up to 76Mbps, priced at 27.95/month for 24-months, 29.95/month thereafter, and includes Installation & Activation, and Unlimited UK Calling Plan. Sky Business charges 0.00 for Postage & Packaging. 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Saving is vs BT Business' Standard Fibre 76 Enhanced + Digital Line plan with download speeds of up to 76Mbps, priced at 40.95/month for 24-months, 49.95/month thereafter, and includes 4G Backup, and Static IP. BT Business charges 0.00 for Installation & Activation, 0.00 one off fee for Postage & Packaging, 7.00/month for Unlimited UK Calling Plan, and 0.00/month for Static IP. Over 24 months, a BT Business customer paying Standard Prices with comparable contract features would pay 1,366.80 vs 1029.60 with Sky Business as a new in-contract customer. Sky Business' Pro plan Total Cost over 24 months in contract is -337.20 less than BT Business' Standard Fibre 76 Enhanced + Digital Line total Standard Pricing cost over 24 months. Save up to 97.20 with Sky Business as a new customer when you switch from BT Business as an existing BT Business customer that is currently paying Standard Pricing. This comparison compares Sky Business' Plus plan with download speeds of up to 76Mbps, priced at 47.95/month for 24-months, 49.95/month thereafter, and includes Installation & Activation, Unlimited UK Calling Plan, and 4G Backup. Sky Business charges 4.95/month for Static IP, and 0.00 for Postage & Packaging. Saving is vs BT Business' Standard Fibre 76 Enhanced + Digital Line plan with download speeds of up to 76Mbps, priced at 49.95/month for 24-months, 49.95/month thereafter, and includes 4G Backup, and Static IP. A BT Business customer paying Standard Prices with comparable contract features would pay 1,366.80 vs 1,269.60 with Sky Business as a new in-contract customer. Sky Business' Plus plan Total Cost over 24 months in contract is -97.20 less than BT Business' Fibre 76 Enhanced + Digital Line total Standard Pricing cost over 24 months. Pricing was verified by FDM on 20/01/2025 available via bt.com/business. Comparisons exclude pricing not available online via bt.com/business. Sky Business' current price rise policy is: "Prices may vary in contract. BT Business' current price rise policy is: "Standard prices apply from month 25. All monthly prices shown will increase by 3 for solus (broadband only) products & 4 for bundle products each year. \*Pay nothing upfront." Pay 0 for postage and packaging (normally 12.99 + VAT at 20%). Pay 0 for additional Openreach installation if required (normally 99 + VAT at 20%). Full Fibre Plus customer add speed flex 500/900: Speed flex 500/900 Mbps is included in your package for your contract term and cannot be removed. As part of this offer, you'll receive an additional 15 off your package price for your contract term. At the end of your contract term, you'll be charged the standard add-on monthly price and subject to the standard add-on terms (see your Contract Information or the Terms and Conditions for more information). Stay connected guarantee: if your 4G back-up does not activate within 30 seconds of a reported broadband outage, we'll add a one-off 25 credit to your Sky Business account. New Pro & Plus customers only. One claim per customer. Requires working 4G back-up with coverage connected to mains power. To claim, you must report the outage to the Sky Business Customer Service Team within 24 hours, 30-day money back guarantee. To cancel without early termination charges, contact us within 30-days of activation. You'll be refunded subscription payments paid (excludes delivery, install, add-on and usage fees). Reliable service: thanks to our automatic 4G backup, 4G backup included with Pro and Plus packages only. 4G coverage available across most of the UK. Coverage varies by location. See our website for details. Switching: we'll manage your switch if provided with a provider on Openreach network. If Virgin or other non-Openreach provider, you must manage and cancel your existing service once you have switched. Sky will not be liable if your existing provider fails to cancel your existing service. Installation: Self-installation of Sky Business Hub and (if applicable) 4G Dongle required. 4G Backup: Requires 4G available on selected packs only. Unlimited UK numbers: All packs include calls to 01, 02, 03, UK mobiles and Isle of Man numbers (excludes Channel Islands, indirect access, dial-up internet & 070 numbers) subject to Skys Acceptable Use Policy. See our tariff guide, for details of our pay per use call charges. Premium rate numbers blocked by default. Block may be lifted via My Account. Premium rate numbers & international numbers charged separately - see our tariff guide. Restrictions: In the event of a power failure or broadband outage, calls to emergency services using VOIP technology via your broadband would be possible (even if you have 4G backup). Compatibility: You are responsible for ensuring that security alarms or other critical business services are compatible & will continue to work in an outage. Speed guarantee does not apply to 4G backup. Voice Lines: Essential and Pro packs include 1 digital phone line. Plus packs include up to 2 digital phone lines. Additional lines cost 10 (plus VAT) per month for each new line. Plus, a one-off 10 (plus VAT) activation fee, per line. Standards update: includes a firewall on your router. Restrictions access to phishing and malware websites. We cannot guarantee these calls affect any other services, so we strongly recommend that you protect your business from cybercrime by using up-to-date antivirus software. Fibre/Ultrarare Broadband: Sky Full Fibre areas only. Fibre available in parts of UK. Speeds vary by location. Part Fibre speeds up to 76/19Mbps. Standard Full Fibre speeds up to 150/28Mbps. All prices exclude VAT at 20% and may vary during contract. 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