

## Full fibre broadband for your community and beyond...

Hello,

We will soon begin working in your area installing full fibre broadband, making it one of the best connected communities in the country.

Have a look below to see what you can expect over the coming months.

### Installing the network

This may involve digging trenches in verges, pavements and roads as we install fibre, connecting your community to our wider network.

We do try to use existing infrastructure where we can, utilising ducts and poles to minimise disruption and increase deployment speed.

If you have any questions about the build in your area, please contact our Customer Operations team on **0370 774 0537** or via email at [networkbuildqueries@gigaclear.com](mailto:networkbuildqueries@gigaclear.com)

There may be some disruption while we're working, however we will do our best to keep this to a minimum.

### Reinstating the landscape

Leaving the landscape how we found it is important to us. This means we start reinstatement, including backfilling and compacting trenches, as we're building.

When it comes to replanting any vegetation, this may take a little longer depending on the time of year.

### Keeping you informed

We'll send you further communications as the build progresses, and you can register for updates by email via our postcode checker at [gigaclear.com/mycommunity](http://gigaclear.com/mycommunity).

We will also hold a community meeting, so look out for an invite.

### Activating your connection

The choice of whether to take up full fibre broadband is entirely yours. We'll let you know as soon as your connection is ready, then you can decide whether you want to be the first to take advantage of full fibre speeds.



Register for updates at the link below  
[gigaclear.com/mycommunity](http://gigaclear.com/mycommunity)



# Frequently asked questions

## 1. How long will it take to rollout the network?



From start to finish the project will take around a year complete. However, the network is built in sections, meaning many residents will be able to connect well in advance of the project end-date, when we complete each section. Typically, individual sections of the build will take 3-6 months to complete.

## 2. Where can I find information on the progress of the build?



If you would like to receive regular updates via email, please register your details with us via the postcode checker on our website at [gigaclear.com/mycommunity](https://gigaclear.com/mycommunity) and look out for an invite to our community meeting.

## 3. Where can I find the details of the planned roadworks?



All major roadworks can be found on your local council's website. Alternatively, current roadwork information can be found on the website, [one.network](https://one.network). If your question is not answered by either of these websites, please contact our Customer Operations team and they will assist you where possible.

## 4. Will you reinstate the area after you have completed your work?



Yes. We start reinstatement works alongside the installation process. Doing so protects the network, ensures public safety and helps get roads, paths and verges open for you quicker. Our reinstatement work is carried out in line with statutory regulations and in partnership with the local authority.

## 5. How is this different from my existing broadband service?



We are building a full fibre network direct to your property boundary. Currently, residents in your area only have access to broadband speeds of up to 80Mbps via a mix of fibre and copper networks. At Gigaclear, we specialise in building pure fibre networks capable of speeds of up to 900Mbps – up to 19x faster than standard fibre.

## 6. What packages do Gigaclear offer?



We offer a variety of home and business packages to suit different needs. For the latest information on our home and business offers, please visit our website.

## 7. When will I be able to order a service?



We will notify you via post when you are able to order a service and you can continue to check the status of your property via our postcode checker on our website. If you would like to register your details with us via the postcode checker we can also contact you via email and phone to let you know.

## 8. What happens after I place an order?



Once you have placed an order you will be able to arrange a date for our network engineers to install your fibre broadband direct to your property.



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## Get in touch

### Customer Operations

If you have any questions about our network build, please contact our dedicated Customer Operations team.

 0370 774 0537

 [networkbuildqueries@gigaclear.com](mailto:networkbuildqueries@gigaclear.com)

### Opening hours

Monday-Friday - 8am-8pm

Saturday-Sunday & Bank Holidays - 10am-5pm

### Sales

If you have any questions about our services, please feel free to contact our sales team.

 0370 863 7606

 [sales@gigaclear.com](mailto:sales@gigaclear.com)

### Opening hours

Monday-Friday - 9am-7:30pm

Saturday-Sunday - 10am-4pm