

FULL FIBRE
BROADBAND
**FREQUENTLY
ASKED
QUESTIONS**



Glossary

- Open access network** Any ISP that wishes to may provide services to residential and business users over our network.
- Connection point** Where the fibre is terminated at the boundary of your property.
- Cabinet** Where the fibre optic cables that carry the broadband signal to your home or business premises, is stored.

1. How long does it take to roll out the network?



A typical full fibre network installation for a community of 200-400 premises will take between 6-9 months from design validation to build completion. The time-frame will be dependent on issues that are specific to the community.

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



We regularly update our website with information on build start and completion dates but in unforeseen circumstances this may not happen immediately. For more information about activity in your community, please visit 'Rollout Areas' on gigaclear.net.

3. What can cause network build dates to change?



Multiple factors. Building a full fibre network is a major construction project and requires the participation and support of numerous stakeholders including contractors, highways authorities and landowners. We are also dependent on the weather to provide us with the right working conditions. Whilst we can't predict all issues that may arise, we will do our best to communicate early when we foresee potential delays.

4. Will the community be reinstated to a specific standard?



Yes. We start reinstatement works, including backfilling and compacting trenches, alongside the installation process. Doing so protects the network, ensures public safety and helps get the roads, paths and verges rapidly back to normal. Our reinstatement work is carried out in line with statutory regulations and in partnership with the relevant local authority.

Our inspectors visit each area prior to, and after, our contractors complete their works to assess the level of workmanship and confirm that the reinstatement has been completed to the required specification.

5. Where can I find the details of the planned roadworks and closures?



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

6. How long will the road in my community be closed for?



Information regarding the start and end date of the road closure will be published on [roadworks.org](https://www.roadworks.org) by your local authority who will have issued Gigaclear Networks with a permit prior to works commencing. Should the work be completed before the permit end date, we will reopen the road.

7. Is the equipment for the build meant to be left on site?



Yes. Our contractors will leave the necessary equipment on site to ensure they are able to complete the work as quickly as possible with minimum disruption. Any equipment left on site unattended will be barriered off to ensure public safety and there will be a courtesy board displaying an emergency contact number.

8. Can my connection point be placed in a different position?



No. The location for customer connection points are carefully planned so as not to interfere with other utilities such as gas and water mains.

9. How do you gain access to connect our property if we live on a private road?



If you live on a private road we will need to obtain a written agreement from the grantor/landowner. You will receive a communication prior to any works commencing from our Network Access team who will guide you through this process.

10. Your build is causing access issues, who should I contact?



Please accept our apologies for any inconvenience our work is causing. If you have been unable to speak with the operatives directly, please call our Network Build Care team who will be able to contact the necessary individuals to ensure that the situation is resolved.

11. How do you decide where the cabinet will be located?



The location of the cabinet is dependent on factors including the number of properties to be connected and local geography. That said, our aim is to locate our cabinets as discretely as possible, so we will always seek to engage with the Parish Council to make sure their local views are heard.

12. Will Gigaclear Networks liaise with the local community regarding the network build?



Yes. Our network delivery team is happy to arrange drop-ins and liaise as closely as possible with the local community and parish councils to facilitate a network rollout with as little disruption as possible.

13. Why was I not made aware of the Gigaclear Networks Build in my community?



Prior to commencing work, you should have received a letter from us and our contractors to inform you about the build and how long you should expect us to be in your community. If you have not received this information, please contact our Network Build Care team who will be able to answer any questions that you may have.

14. I am concerned that you have built on my property, who can I discuss this with?



If you believe that we have encroached on your private property during our network build, please contact our Network Build Care team to discuss the matter. We would appreciate any photos or maps to identify the area you wish to discuss.

15. I believe damage has been caused to my property, who should I contact?



If you are concerned that damage has been caused to your property, please contact our Network Build Care team who will pass your query to the relevant team to investigate.

16. I live just outside the build area. Can I get connected?



It is possible to have properties added to the network and we will consider the opportunity under certain circumstances. Requests are coordinated by our Network Extension team who can advise on the practicalities, timings and whether a financial contribution may be required. For enquiries please email netex@gigaclear.com.

17. When will I be able to get Gigaclear Broadband?



As soon as the connections to properties in your area are deemed ready for service, you will receive notification via letter or email. From there, you will be able to contact your chosen ISP to discuss getting connected. If you've recently moved to an area and want to check availability, our postcode checker at gigaclear.net/postcode-checker will tell you if you're ready for your connection to be activated.

18. When will my connection point be ready for service?



Due to the complexity of the network build we cannot provide specific dates for individual connection points. However, we aim to keep you updated throughout the build process.

19. Do I have a choice of service provider over the Gigaclear network?



Yes. Our network is 'open access' so any ISP that wishes to may provide services to residential and business users over our network. A full list of providers can be found on our website at gigaclear.net/get-connected.

20. How can I arrange in-home installation?



Once the connection point at the boundary of your property is ready for service, the next step is to connect your home. Your chosen ISP will give you more information about installation services and possible costs.

21. Your build will clash with a local event, who should I contact?



Should you be concerned of the build affecting a pre-organised event, please contact our Network Build Care team as far in advance as possible and we will do our best to avoid causing any disruption.

22. How can I make a complaint?



If you believe you have grounds for complaint regarding the quality or other aspects of the Gigaclear Networks build in your community, please find below the link to the Network Build Care Complaints Code at gigaclear.net/complaints-code.

GET IN TOUCH WITH GIGACLEAR NETWORKS

Our Network Build Care team
are here to help

01865 591137

networkbuildcare@gigaclear.com

f @GigaclearNetworks

t @GigaclearNet

gigaclear.net

