



Dear Resident,

Good news! As part of the Fastershire scheme, Gigaclear Ultrafast Fibre Broadband will soon be available in your community! This brand-new network will be able to deliver speeds up to 1G with a fibre connection directly to your premise; no copper wires, no degradation of signal, just pure fibre for you to enjoy. These speeds are up to 30 times faster than the current UK average. This future-proof pure network has already been installed at more than 3,000 homes in rural parts of the UK. Phase 02 of this massive project will provide access for 6,500+ homes and businesses to also go live!

We, Complete Utilities, are the civils contractor who will be excavating in the public highway past your property, working on behalf of Gigaclear, to deliver this network expansion. Our surveyors are currently walking the planned networks, physically verifying the best route of installation. They will be marking the most appropriate location outside your boundary on the public highway where your connection point will be installed. Of course, there is no obligation for you to sign up for the service from this connection. But if you do wish to subscribe, Gigaclear's expert Installations team will then utilise this connection point and bring the fibre underground, directly to your home.

We understand that you may have some questions about this project; please see the reverse for some frequently asked questions and answers. You can also visit www.gigaclear.com for further details about the broadband speeds and capabilities, or to register your interest in signing up.

May we thank you in advance for your co-operation during these essential works.

Complete Utilities Ltd

Who can I contact to ask questions?

Complete Utilities Limited

Overton Farm Maisemore Gloucester GL2 8HR

t: 01452 500 995

Who has contracted this project? Fastershire is a partnership between Gloucestershire Country Council and Herefordshire Council to bring faster broadband to the two counties, with further funding from the central government's Broadband Delivery UK initiative. These works are carried out in conjunction with your Local Authority's Highway Department and are in strict accordance with the New Roads & Street Works Act 1991. Gigaclear is a privately-owned internet service provider, dedicated to providing you with ultrafast internet speeds and excellent customer care.

When will you be starting works? – This leaflet is confirmation that the route of your area is currently being surveyed. On average, the survey process takes approximately 6-8 weeks to complete final design verification. We then request approval from the council to commence works along the Highways Operated roads where we have planned to trench.

How long will the work take? A community, usually encompassing 400+ homes, takes approximately 3 months to build and complete the civils work necessary. Don't worry; we won't be just outside your home for that long! Our teams trench on average 100 linear metres per day to move quickly past your individual premise to connect the 400+ homes within your cabinet area in that timeframe. Our fibre team will then splice test all the network fibres to ensure you can connect without issue.

What disruptions should I expect? We will work as quickly and efficiently as possible to move safely past your property when we are in the area, so that we minimise disruption and inconvenience. We can assure you that you will have access to your property at all times. We would appreciate if you could park cars in the immediate trench line away from the area when our civils teams are approaching.

There may be a requirement for the road you reside in or within your local community to be closed whilst we complete our work. When this is the case we will place advance warning signs on the affected route 10 days ahead of the proposed works. A diversion route will be in place for the length of the closure and those who reside within it will always be given access to their property. If you have any issues during or after the civils work has been completed, please feel free to contact the Complete Utilities office and we will do our best to resolve the situation.

How much does it all cost? Delivery from Complete Utilities of a connection point in the public highway, outside your boundary, is free of charge. If you wish to later connect to the Gigaclear broadband service, please visit www.gigaclear.com for all installation fees and subscription rates.

What if I do not want the service? All properties included in the designed areas will be provided with a connection point as a result of the Government funded programme. You have no obligation to use the service provided, however it will be in place, ready for service, if you or future tenants of your property choose to utilise at a later date.

What if the road outside my home is privately owned? Gigaclear has a dedicated department to make sure the network is designed and installed on public Highways land using Land Registry records. Should the network build require a trench line in privately owned land to connect further customers, their team will request permission with a Wayleave (sent via post) to the landowner. If you feel that we are planning to dig in areas that are incorrectly planned as public, or that the national Land Registry records may be out of date or incorrect for your plot, please contact our office or Gigaclear Customer Care.

Where can I find the information? roadworks.org is the most comprehensive source of roadworks, road closures and other live and planned traffic disruption information in the UK.

