

Connecting Long Sutton

Kristian Jenkins
Community Engagement Manager



16/03/2023

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 **Gigaclear** 16/03/2023
You're clear for take-off

About Us

- Founded in 2010
- Backed by Infracapital
- HQ in Abingdon
- UK call centre
- Five regional offices
- Largest rural FTTP provider
- Commercial and government schemes



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Customer Service



Gigaclear

Reviews 6,858 • Great



✓ VERIFIED COMPANY

JA Jan
1 review GB



6 days ago

Kind and efficient customer support

Great support with the set up of our internet connection. Little or no wait to get a knowledgeable person on the line who helped us in an efficient and kind way getting things set up for us. Emma Temperley was brilliant in handling our call and helped resolve the issue we faced. Strongly recommend.

Date of experience: 15 October 2022

CH Chris
5 reviews GB



6 Oct 2022

Frequent updates, good fitting, fast internet.

Gigaclear emailed us to keep us informed of the system installation progress in the town and likely connection date. We were connected much earlier than estimated. The engineers were on time, worked neatly and cleanly. The internet connection has proved to be fast and reliable. A good five star company.

Date of experience: 08 September 2022

LB Leena
6 reviews GB



5 Oct 2022

Good service and Wi-Fi

The installation was carried out within the time slot allocated. The connection couldn't be made straight away due to connecting us to the box but was all up and running the following day. We're very pleased with the Wi-Fi and have not experienced any problems.

Date of experience: 06 September 2022

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Current Coverage Area

700 +

Communities now have access to Gigaclear

72,000 +

Customers and growing



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What is Fibre Broadband

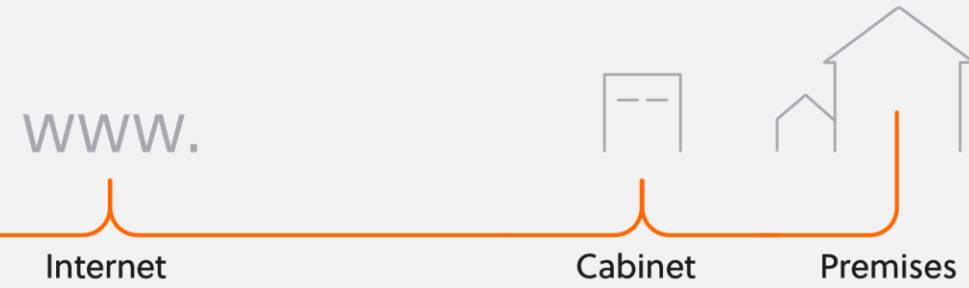


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Why FTTP Technology

Gigaclear full fibre broadband FTTP (Fibre-to-the-Premises)



— Full Fibre
Up to

900
Mbps

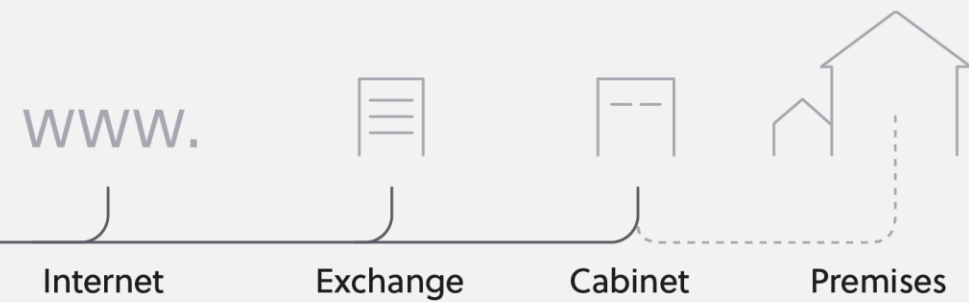
Average
download
speed

900
Mbps

Average
upload
speed

VS

Fibre broadband FTTC (Fibre-to-the-Cabinet)



— Fibre
- - - Copper wire

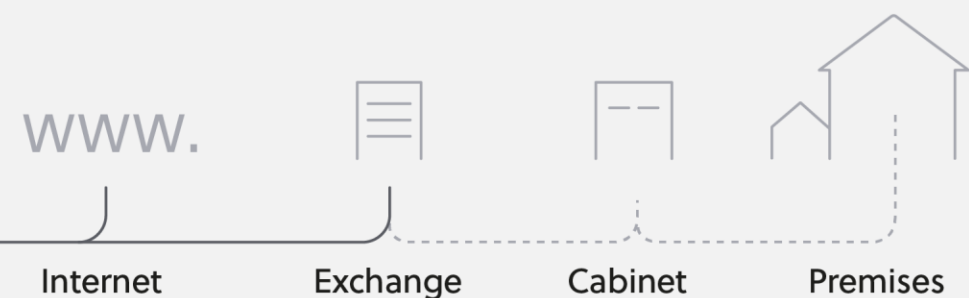
80
Mbps

Average
download
speed

20
Mbps

Average
upload
speed

Standard broadband ADSL (Asymmetric Digital Subscriber Line)



— Fibre
- - - Copper wire

24
Mbps

Average
download
speed

3.5
Mbps

Average
upload
speed



Capable of 'Ultrafast' speeds
1000Mbps (1 Gigabit)



Can transmit data over a
long distance - perfect for
this type of network



Reliable broadband signal.
Ideal for running all your
home wireless connectivity



Can handle multiple users
& devices



Ability to manage very
high bandwidth devices
with no buffering

Current Speeds in the Area

TA109NP

[Change Location](#)

The speeds indicated on the checker are the fastest estimated speeds predicted by the network operator(s) providing services in this area. Actual service availability at a property or speeds received may be different. [More information](#).

The table shows the predicted broadband services in your area.

Broadband type	Highest available download speed	Highest available upload speed	Availability
Standard	5 Mbps	0.6 Mbps	✓
Superfast	--	--	✗
Ultrafast	--	--	✗

TA109NH

[Change Location](#)

The speeds indicated on the checker are the fastest estimated speeds predicted by the network operator(s) providing services in this area. Actual service availability at a property or speeds received may be different. [More information](#).

The table shows the predicted broadband services in your area.

Broadband type	Highest available download speed	Highest available upload speed	Availability
Standard	29 Mbps	3 Mbps	✓
Superfast	--	--	✗
Ultrafast	--	--	✗

Networks in your area - [Openreach](#)
Click on a network's name to be directed to a website where you can find out about service availability and how to request a service from them or one of their partners.

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How we build your Network



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The build journey

Below is an outline of the key stages involved in delivering ultrafast full fibre broadband to your community.

Stage 1
Planning



Stage 2
Design



Stage 5
Build



Stage 6
Live!

Stage 4
Mobilisation



Stage 3
Validation

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Trenching

Narrow trenching

Verges, pavement and roads

Fast deployment is key to success

Highways land is 1st preference

HSEQ closely observed



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Physical Infrastructure Access

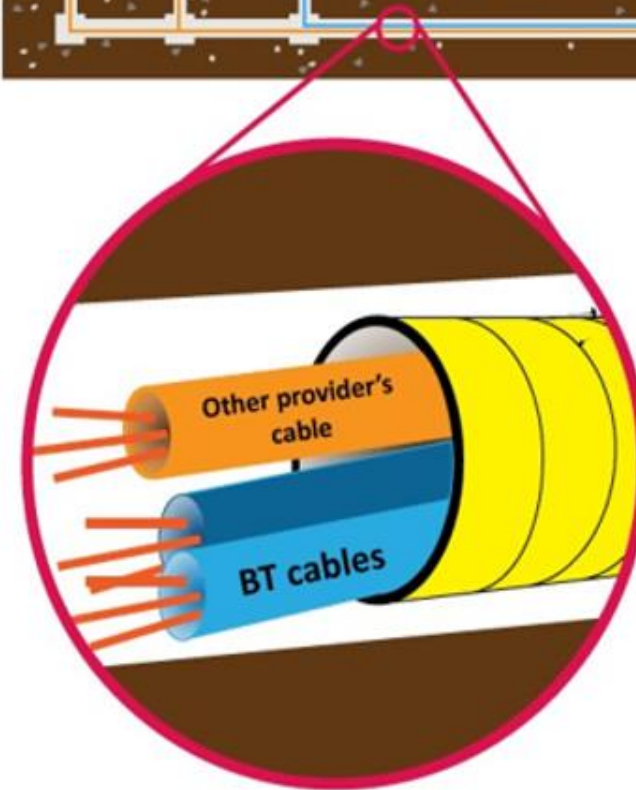
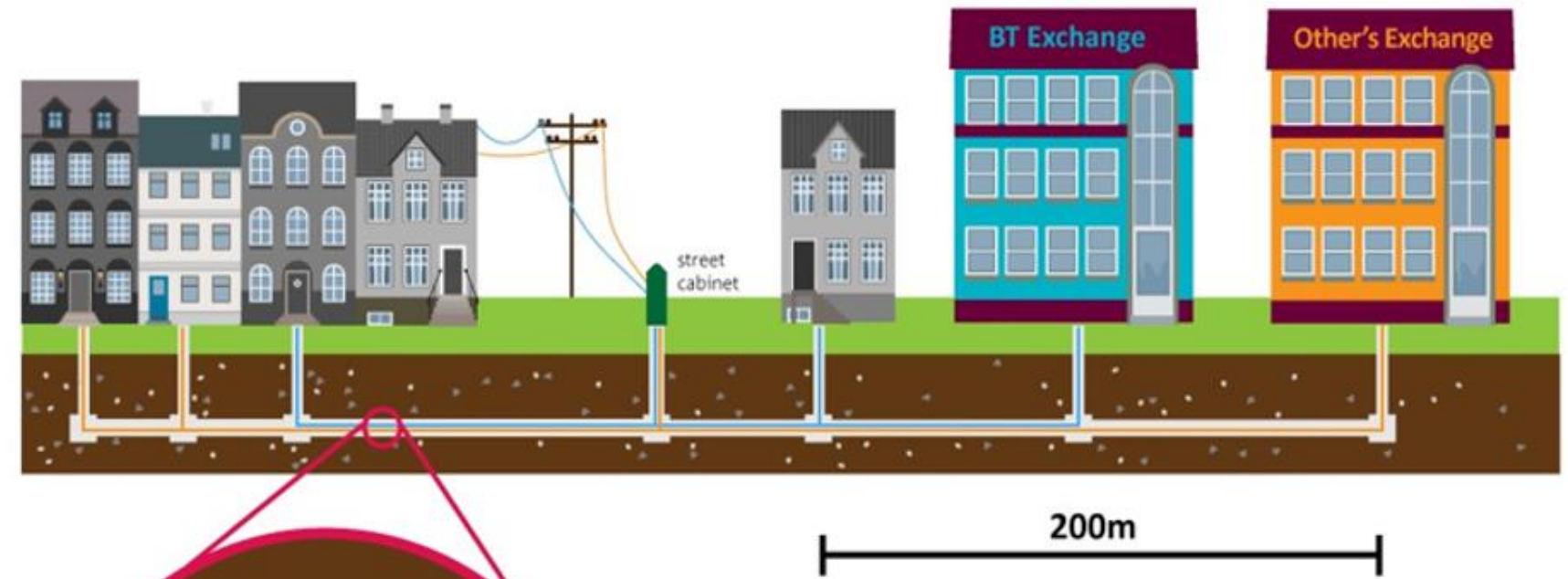
PIA

Speeds up a build

Use's Openreach infrastructure

Poles, ducts and chambers

Sharing BT's ducts and poles



Digging 200m of new duct can take days, whereas fibre cables can be installed in existing tunnels within hours

Ofcom
making communications work
for everyone

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Network Access Agreements

Consent to install and keep equipment on privately owned land

We design our network using as much public land as possible

If you have received one and have any questions, contact our Network Access team



TOOLS OF THE TRADE

Access (Active) Cabinet



CDC Cabinet



Connection Pot (Flush)



Connection Pot 2



Multi Ducting



Fibre Straw



Overhead Poles / Existing Ducting



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Long Sutton Network Roll Out



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Your Community Up Close

- 336 Households.
- 1 Access Cabinet.
- Build planned to start early Summer.
- 1st customers connected late Summer.
- Subject to change.



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Community Engagement



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Engaging with the community

Stakeholder engagement

We engage with MPs, County Councils, District Councils, Unitary Authorities, Town and Parish Councils.

Mailings

Pre-build letters and event invitations

Community events for residents

Face to face va teams.

Social media

Targeted advertising for events etc.

Updates

Programme of works to parish councils and residents that register monthly.

'Locations' webpage

Postcode checker and stakeholder brochure
gigaclear.com/locations



Join us
at our ultrafast full fibre broadband live event

We'll be answering any questions you may have about the network build in your community and our broadband services.

Where
Warrington Village Hall
27-29 Church Street
Warrington
PE8 6TE

When
Saturday
26th October
11:00-14:00

Register at the link below
gigaclear.com/events



Tune in
for our ultrafast full fibre broadband online event

gigaclear.com/events



Ultrafast broadband for your area and beyond...

Hello,
Work is about to begin to make your street one of the best connected in the country with full fibre, ultrafast broadband. Below, we have outlined what you can expect to happen over the coming months.

Installing the network
We are currently mobilising our workforce to begin building your community's network. This will involve digging trenches in verges, pavements and roads as we install the fibre ducting and external connection points at the boundary of each property included in the network design. There may be some localised disruption as we undertake the work, but we will do our best to keep this to a minimum. We will then blow fibre through the ducting, connecting your community to our wider network.

Reinstating the landscape
Returning the landscape to its original state is an important measure of our success. This means that we start reinstatement, including backfilling and compacting trenches, as we're building. This protects the integrity of the network, ensures public safety and helps restore the roads, paths and verges sooner.

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 first in your street to take advantage of ultrafast speeds, or if you'd prefer to wait and see.

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/buildupdates. If you have specific queries about the build in your area, please contact our Network Build Care team on 0370 774 0537 or via email at networkbuildqueries@gigaclear.com.

7. Do I have a choice of service provider on 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.com/partners

8. 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.

9. What happens after I place an order?
Once you have placed an order, we will be in touch to arrange a date with you for our network engineers to install your fibre broadband direct to your property.

Register for updates at the link below
gigaclear.com/mycommunity

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

Sales
If you have any questions about our services, please feel free to contact our sales team.
0370 863 7606
sales@gigaclear.com

Opening hours
Monday-Friday - 9am - 7:30pm
Saturday 10am - 4pm

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



Ultrafast full fibre broadband infrastructure rollout in progress

[Contractor Name] are working on behalf of Gigaclear Ltd. Please help us by temporarily removing your vehicle so works can be completed as swiftly and with as little disruption as possible.

Thank you for your help and patience during the network build process.

If you have any questions, please contact Gigaclear Customer Operations on 0370 774 0537 or at networkbuildqueries@gigaclear.com

Reinstatement

Within six months

Trenches backfilled as we go

Reseeding verges

Allowing settlement

Specialist contractors

Reinstated to highways & utility standards



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Keeping You Updated



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Current and Upcoming Works

- We encourage residents to register their interest, so we have details to send updates.

Street	Address 2	Start Date	End Date	Project Ref	Traffic Management
Sycamore Drive	Huish Episcopi, Langport, Somerset	02/03/2023	15/03/2023		Give and Take
Barrymore Close	Huish Episcopi, Langport, Somerset	07/03/2023	15/03/2023		Give and Take
Willow Close	Huish Episcopi, Langport, Somerset	13/03/2023	17/03/2023		Give and Take
Wetmoor Lane	Long Load, Langport, Somerset	13/03/2023	17/03/2023		Multi-way Signals
Martock Road	Long Load, Langport, Somerset	13/03/2023	17/03/2023		Multi-way Signals
Brookland Road	Huish Episcopi, Langport, Somerset	14/03/2023	27/03/2023	KA170SW-NGPRT	Give and Take
Whatley	Langport, Somerset	21/03/2023	27/03/2023	KA170SW-NGPRT	Give and Take
Portcullis Road	Langport, Somerset	05/04/2023	15/04/2023		Give and Take
Westover Trading Estate	Langport, Somerset	06/03/2023	06/06/2023	KA170SW-NGPRT	No Carriageway Incursion



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Ready for Service



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Connection




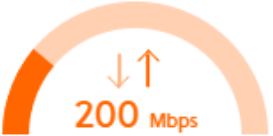
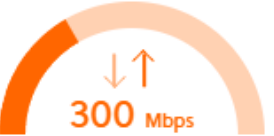
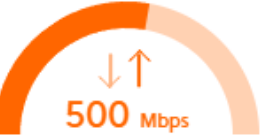
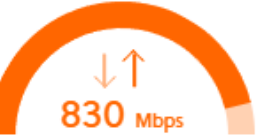
- 95% Free of charge
- Works agreed with householder
- External connection box
- Router set up
- Instant speed



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Current Offers

 SPEEDS UP TO 200Mbps	 SPEEDS UP TO 300Mbps	 SPEEDS UP TO 500Mbps	 SPEEDS UP TO 900Mbps
 200 Mbps avg upload/download speed ↑	 300 Mbps avg upload/download speed ↑	 500 Mbps avg upload/download speed ↑	 830 Mbps avg upload/download speed ↑
Superfast 200 Superfast and super reliable. Includes ✓ Linksys Dual-band Router ✓ Smart WiFi Ready	Ultrafast 300 Perfect for homes with busy broadband. Includes ✓ Linksys Dual-band Router ✓ Smart WiFi Ready	Ultrafast 500 Act fast - only 1000 available! Includes ✓ Linksys Dual-band Router ✓ FREE additional router for Smart WiFi boost worth £108	Hyperfast 900 Unrivalled package – 15x faster than standard fibre. Includes ✓ Linksys Tri-band Router ✓ FREE additional router for Smart WiFi boost worth £108
£17 a month 18-month minimum term and then standard list price thereafter. Prices may change during the contract.*	£19 a month 18-month minimum term and then standard list price thereafter. Prices may change during the contract.*	£25 a month 18-month minimum term and then standard list price thereafter. Prices may change during the contract.*	£49 a month 18-month minimum term and then standard list price thereafter. Prices may change during the contract.*
Select Package	Select Package	Select Package	Select Package

All our packages have free standard installation, no activation fees. These prices are applicable to new Gigaclear customers only. On or after the 1st October every year from October 2023 we'll increase the monthly price of your broadband Service by the Consumer Price Index (CPI) published by the Office for National Statistics in July of that year plus 3.5%. See our CPI guide for details at gigaclear.com/cpguide. [Click here for full terms and conditions](#)

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Work smarter with full fibre business broadband

Dedicated business team with over 10 years experience in delivering exceptional broadband speeds to businesses in rural villages and towns.

Up to 900Mbps broadband packages available, our network supports businesses that need to scale.



Symmetrical upload and download speeds

With up to 900Mbps† upload and download speeds, your team can quickly back up to the cloud while on that video conference call.



Connect as many devices as you need

Computers, smartphones and smart devices, everyone can be online at the same time without your connection grinding to a halt.



The reliability your business deserves

Business grade Service Level Agreement and dedicated business support.



Upgrade your service at any time

If your connectivity demands increase, we can upgrade your speeds in a flash to match your ambition.

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★ Trustpilot 
Over 6,000 reviews. **Rated Great**

Broadband packages to suit your business



Business 100

Ideal for small businesses

↓↑ 100Mbps average download and upload speed†

⚠ SLA Target resolution time - two business days

🔒 Static IP included

∞ Unlimited usage

📶 Linksys router

🔒 No mid term price rises

24 month minimum contract term. Free standard installation. Activation charge applies.



Business 500

For businesses who require more bandwidth

↓↑ 500Mbps average download and upload speed†

⚠ SLA Target resolution time - two business days

🔒 Static IP included

∞ Unlimited usage

📶 Linksys router

🔒 No mid term price rises

24 month minimum contract term. Free standard installation. Activation charge applies.



Business 900

Perfect for heavy data users

↓↑ 900Mbps average download and upload speed†

👤 Dedicated Account Manager

⚠ SLA Target resolution time - two business days

🔒 Static IP included

∞ Unlimited usage

📶 Linksys router

🔒 No mid term price rises

24 month minimum contract term. Free standard installation. Activation charge applies.

Speak to our local business specialist by calling **0370 8637 614** or email business@gigaclear.com



Gigaclear Home Phone has landed

Say goodbye to line rental

Ditch the cost of your monthly line rental charge. Switch to our Home Phone service for clear and reliable audio through our full fibre broadband.

From only **£3**
a month



Evenings and Weekends

Free unlimited calls to UK landlines on evenings (Monday-Friday 7pm-7am) & weekends (all day).

£3 a month



Evenings and Weekends PLUS

Free unlimited calls to UK landlines and mobiles on evenings (Monday-Friday 7pm-7am) & weekends (all day).

£6 a month



Anytime PLUS

Free unlimited calls to UK landlines and mobiles on any day, at any time.

£9 a month



UK Gigabit Broadband Voucher Scheme

Criteria

Postcode defined as 'rural' by the DEFRA

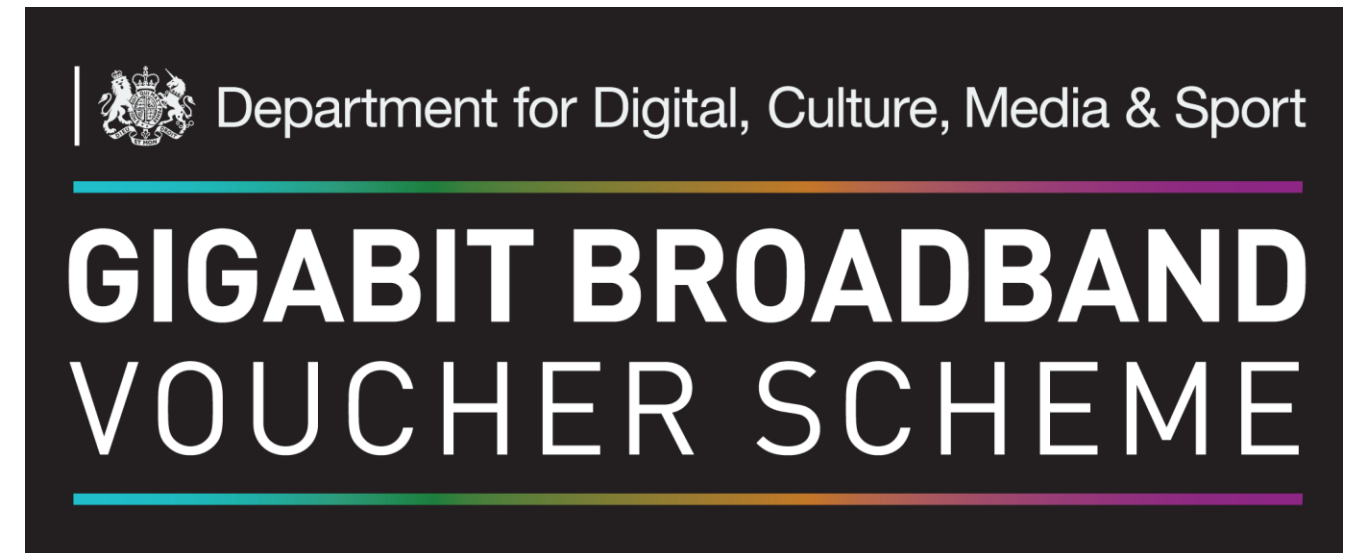
No Area receiving or in plan to receive State aid funded gigabit-capable connectivity

No premises capable of receiving a speed of greater than 100 Mb/s

The new connection must be gigabit-capable.

Residential vouchers can only be used when part of a group project

Vouchers values are up to £3,500 for SME and up to £1,500 for residents



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Community Hub

- Free standard installation
- Totally free connection
- Business Ultra 900mbps
- Saving nearly £6000 per annum
- One available in the build area



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Help and Support



- Networkbuildqueries@gigaclear.com
- 0370 774 0537
- Gigaclear.com/locations

