Gigaclear®

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GET IN TOUCH

Our Network Build Care team
are here to help

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gigaclear.com

CONNECTING
COMMUNITIES

Bringing ultrafast, full fibre
broadband to **your community**

WHAT'S INSIDE

ABOUT GIGACLEAR

We work closely with rural communities across the country to bring ultrafast fibre-to-the-premises (FTTP) broadband. Everything we do is focused on enhancing rural living through increased connectivity.

Founded in 2010, Gigaclear is principally owned by Infracapital, a leading European infrastructure investor.

How we do it

We invest in rural communities
We build our networks with commercial investment and through the Building Digital UK (BDUK) programme in partnership with Local Authorities.

We operate the largest exclusively rural FTTP network
We plan, design and build the infrastructure necessary to bring full fibre broadband to where it's needed the most.

We provide the UK's fastest broadband
Once built, ultrafast broadband packages are available to residents and businesses so they can enjoy enhanced speeds - all day every day.

FUTURE-PROOFING YOUR COMMUNITY

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Rural communities have been at a distinct disadvantage when it comes to accessing good digital connectivity - something that has negatively impacted the ability for individuals to enjoy online activities and has restricted the growth potential of local businesses.

We've seen first-hand how full fibre broadband can enable a community and those who live and work within it.

Families

Everyone can get online at the same time, without your internet connection grinding to a halt. There's no buffering when you stream music and movies, no barriers to online gaming and no competition over who gets to go online first.

Local businesses

Having a rural location is no longer a barrier to doing business – whether working for themselves or for others, those in your community doing business from rural areas are now on the same digital playing field as their biggest competition. You can use online productivity tools, make the most of video conferencing and uncover new opportunities to sell to and serve customers.

Community improvement

Future-proofed infrastructure that enables communities to thrive online is essential for their economy. Full fibre broadband delivers benefits to the whole community, including pubs, libraries, surgeries, clinics and particularly schools, helping them fully utilise online resources.

You'll no longer experience peak time contention. Every house and business, regardless of proximity to the cabinet, can enjoy the same reliable, ultrafast speeds all day, every day.

Work/Life balance

Local entrepreneurs can build their own empire or simply enjoy a day working from the comfort of their own home with high quality speed and reliability. Easy access to cloud services, video conferencing and internet telephony speeds up administration and makes communicating in remote locations more reliable. Working from home cuts down commute time and increases productivity. More employers are embracing flexible working and remote work forces to drive their businesses forward.

OUR COMMITMENT TO YOUR COMMUNITY

As with any utility, there's a degree of construction and temporary disruption throughout the build phase. We aim to minimise the inconvenience to community life, and always be mindful of the natural landscape.

Our commitments to you:

Respect the environment

We always make sure that the property, community and environment that we work in is respected throughout the build phase and beyond.

Local engagement

We aim to consult and communicate accurate, timely and relevant information with stakeholders, residents and local businesses throughout the build process. We do this to alleviate any concerns and to aid the success of your community's full fibre broadband rollout.

Work to the highest standard

Once a network has been built, we'll reinstate all excavations in line with the recommended standard for street works and highways.
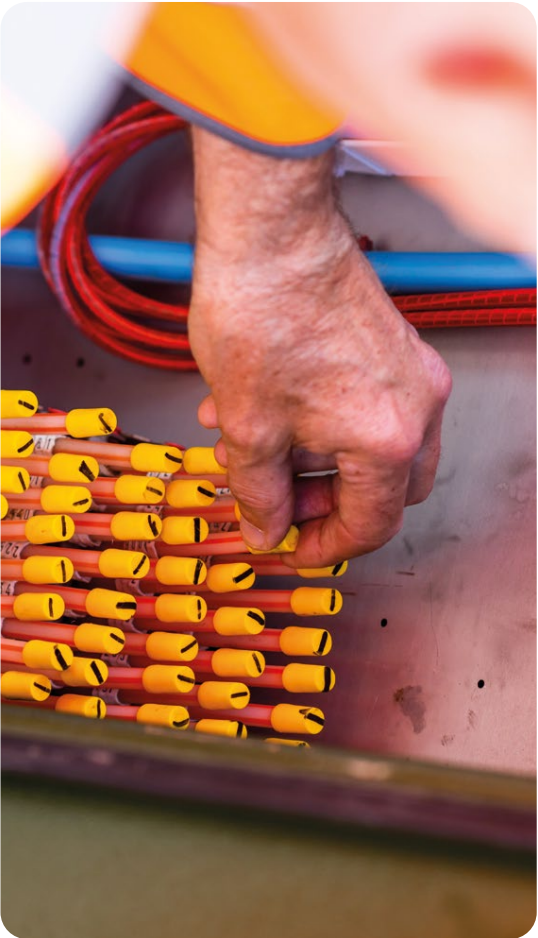
If a homeowner or local business decides not to take our service when it first launches, they can connect at a later date without any further disruption to the community.

WHY FULL FIBRE?

Full fibre is designed to help communities thrive by creating a future-proof network that lasts 50+ years and delivers uninterrupted broadband that's fit for future generations.

Providing communities with high-quality full fibre broadband enables residents and businesses to access web-based resources that help boost the local economy.

The most common broadband technologies available in rural areas of the UK are. Asymmetric Digital Subscriber Line (ADSL), part fibre (know as fibre-to-the-cabinet) and full fibre (know as fibre-to-the-premises).

Our full fibre network is built exclusively with the latest fibre optic technology, which means data is transferred at the speed of light directly to your home. This future proofs your broadband service with a high quality and reliable connection that can handle much faster speeds than any other broadband solution that's currently available. A full fibre network won't suffer from attenuation, contention or cable degradation in comparison to a traditional copper line.

Gigaclear's full fibre broadband FTTP

(Fibre-to-the-Premises)

900
Mbps average
download speed

900
Mbps average
upload speed

Fibre to the cabinet and then a dedicated line directly to the property. Speeds are unaffected by weather or distance. Fibre is inherently more reliable than copper and can carry data at much faster speeds.

Internet — www. — Cabinet — Premises

——— Full Fibre

VS

——— Fibre
- - - - - Copper wire

Fibre broadband FTTC

(Fibre-to-the-Cabinet)

80
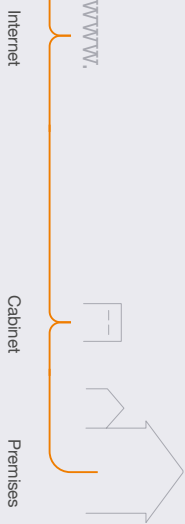Mbps average
download speed

20
Mbps average
upload speed

Fibre to the cabinet is a combination of fibre optic line and copper line. Speeds are subject to the distance from the cabinet to the property.

Internet — www. — Exchange — Cabinet — Premises

Standard broadband ADSL
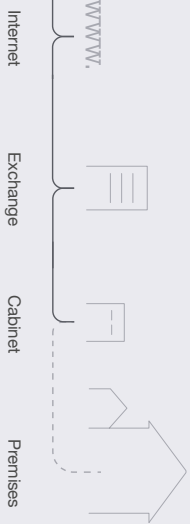
(Asymmetric Digital Subscriber Line)

24
Mbps average
download speed

3.5
Mbps average
upload speed

Copper all the way from the exchange to your property. Speeds are subject to the distance from the cabinet to the property.
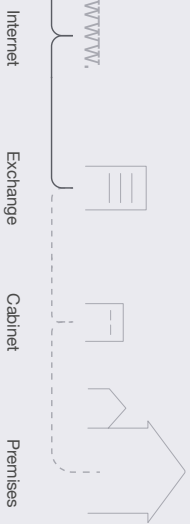
Internet — www. — Exchange — Cabinet — Premises

YOUR COMMUNITY'S JOURNEY TO ULTRAFAST FULL FIBRE BROADBAND

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In order to deliver ultrafast full fibre broadband to your community, there will be an increase in activity, which we'd like to make sure you're fully prepared for.

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

Planning

We look for areas that have little to no broadband service within or near our current network.

Design

We design our network by conducting an initial analysis of the landscape, looking at how many properties can be included and where the cabinets need to be placed.

Validation

We walk the mapped-out route, identifying details within the plans that need adjusting to make sure that we can build as planned.

Mobilisation

Here you'll see our contractors surveying and marking up pavements and roads in your community to prepare for the build stage.

Build

We're now in your community, trenching though grass verges, pavements and roads to lay the ducting and external connection points at the boundary of each property. We then blow fibre through the ducting, connecting your community to our network.

Live!

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Your connection is ready for service.

To receive email updates about the network build in your area, please register at **gigaclear. com/mycommunity**

COMMUNICATION IS KEY

Before we start anything, we'll visit your community to consult with local stakeholders and survey the area. By working with and listening to you, we can all be confident that we're plotting out the best route, taking careful measurements and making detailed notes that consider local access, traffic flow and the natural landscape. Communication is key for ensuring that the design of our network is tailored to your community's specific needs and creates as little disruption as possible.

ENGAGING WITH YOUR COMMUNITY

Our goal is to make sure that we keep all stakeholders, residents and businesses in the local community informed throughout the entire process with accurate, timely and relevant information.

For any questions during the build phase, our Network Build Care team can be contacted on **01865 591 137** or by emailing **networkbuildcare@gigaclear.com**

We make sure that we engage with:

⌄ **Parish Councils**

Before we start any work on the ground, our dedicated Community Engagement Managers will get in touch with the local parish councils to discuss the build plans and to listen to any local concerns about the upcoming works.

⌄ **Local Landowners**

We try to minimise the impact on local traffic and the time spent working in the highway by installing part of our network on private land. We contact local landowners early on in the process and ask for permission to work across their land with a network access agreement. (See page 17 for more details).

⌄ **Residents & Businesses**

Community meetings are held early on in the build process, where residents and business owners can discuss the build in their area and find out more about the benefits of full fibre broadband for their community. We will send a letter to every property due to be connected well in advance of the work starting. Further information is available by using our website's postcode checker.

BUILDING OUR NETWORK

To minimise disruption to your community, our teams carefully assess what type of equipment is required prior to the build. If any other utility companies are planning to work in the area at the same time, we'll try to share the work space to reduce the impact on local traffic.

We recommend visiting **www.one.network** to find the most up to date information on any streetworks and road closures in your local area.

METHODS WE USE

Narrow trenching

Narrow trenching is proven to reduce disruption and cut installation time in comparison to traditional trenching methods. Narrow trenching has received support and praise from the UK Department of Transport.
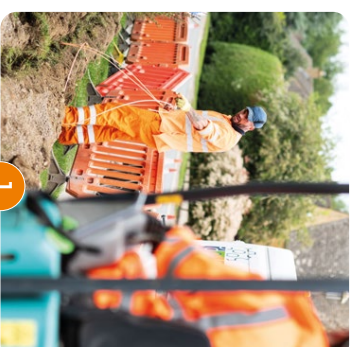
Mole ploughing

Mole ploughing is used on soft verges and farmland to avoid digging up highways and disrupting traffic. Mole ploughing allows us to install up to 1km of ducting per day compared to traditional trenching methods which typically achieve 250m per day.

Placement of external connection points

We install external connection points, flush with the existing surface, at the boundary of each property.

Our installation process is carried out in line with statutory regulations and to the satisfaction of the local highways authority.
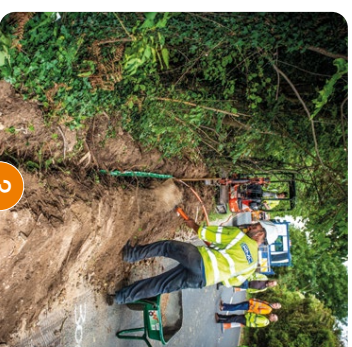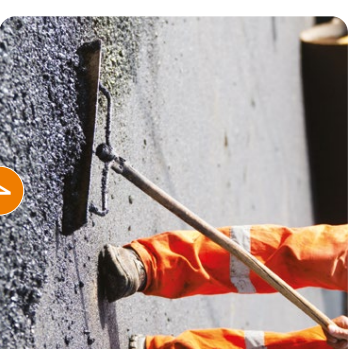

Excavation of trench for ducting

1

Fibre-optic cable is blown into ducting

2

Trench is backfilled

3

Trench reinstated leaving minimal 'scarring' to the surface
(in some cases, temporary reinstatement is required until the network is completed)

4

WHAT THIS MEANS FOR LANDOWNERS

Installing equipment on private land

Where possible, we try to minimise the disruption to local roads and reduce the time it takes to complete the network build by getting permission to work on private land. Before we build, we share detailed designs with the landowners, account for any conditions on the ground and agree possible routes through a network access agreement.

Network Access Agreements

A network access agreement is consent in writing that allows a utility provider such as Gigaclear to carry out work on privately-owned land. When a landowner signs a network access agreement with us, they're agreeing that we may install, maintain and repair our communications equipment on their land.

Special arrangements for agricultural land

We're sensitive to the needs and priorities of agricultural landowners and take the time to understand any individual circumstances relating to drainage, key seasons for livestock and crops. As a result, our network access agreement is in line with the recommendations of the Country Landowners Association (CLA) and the National Farmers Union (NFU). We also commit to keeping disruption to a minimum and ensuring that our equipment doesn't interfere with normal land use.

Find out more

You can find out more information at www.gigaclear.com/help/private-land-works

If we're likely to need to build on private land, we'll contact you directly and discuss a network access agreement that will cover the finer details of our installation and maintenance process.

REINSTATING YOUR 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, while we're building. This protects the integrity of the network, ensures public safety and helps restore the roads, paths and verges. Our inspectors and Local Highways visit each area before and after the work has been completed to assess levels of workmanship and confirm that the reinstatement meets the required specification.

Public roads

Reinstatement of public roads is carried out in line the Department of Transport's Specifications for Reinstatement of Openings in the Highways (SROH).

Private land

When laying ducting on private land, we reinstate the road back to its original state before we gain access. In cases where access is subject to a written agreement, our Project Manager along with the landowner will agree the standard to which the reinstatement will be carried out before we start the work.

Soft verges

Soft verges remain part of the public highway and are deemed fit for utility works and the placement of utility equipment. We restore these areas as closely as possible to their original state, while using the relevant local authority specification as a guideline. Typically, this involves importing new topsoil and over-seeding the area. The blend and colour of grass may initially be different, but this will blend in over time. We aim to complete reinstatement of soft verges as soon as possible, however this may take up to six months, as dictated by the Highways Authorities and Utility Committee standards to account for weather conditions and season changes.

READY FOR SERVICE

Once our network has been built and the external connection point at the boundary of each property is ready to be activated, residents and local businesses are ready for service.

Look out for our 'You Are Now Live' leaflet which will let you know that you can place an order. For the most up-to-date information on our broadband packages and available ISPs on our network, please go to **gigaclear.com**
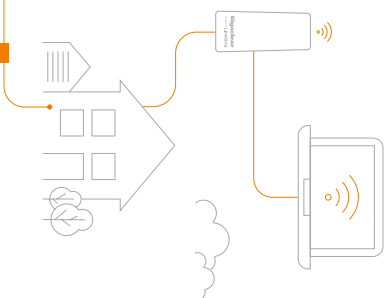
INSTALLATION PROCESS

Once you've placed your order with us, we'll conduct a site survey to establish the type of installation required.

The installation process involves an installation team mapping the route of fibre from the external connection point to where the fibre enters your property. They will dig a trench along the agreed route, laying the fibre in the ground to the point where the fibre enters your property. The ground will be reinstated as closely as possible to its original state and the area will be left as neat and presentable as possible.

The team then feed the fibre through a small hole into the property and connect your internal connection point (Network Termination Endpoint) on the wall inside your property.

The team will install your Gigaclear powered by Linksys router and activate the service for you.

For more information please visit www.gigaclear.com/installation

INTRODUCING OUR BEST EVER WIFI PERFORMANCE

Smart WiFi uses mesh technology to enhance your WiFi experience by increasing coverage and performance throughout your home.

A family of interconnected nodes allows you to move around your home and be confident that you'll always receive the best available connection.

For more information about our residential and business packages please visit

gigaclear.com