

WVBG Leicestershire update for the Parishes of: Blaston, Bringham, Cranoe, Drayton, Glooston, Hallaton, Horninghold, Medbourne, Nevill Holt, Slawston, and Stockerston.

GIGACLEAR have now reached the pre-order target they have been seeking to justify the multimillion pound investment they are going to make in our villages to install 'Fibre to the Property' broadband for every resident. This will give us the fastest broadband in the UK. No other area in Leicestershire will receive anywhere near this level of service. The FTTP broadband will bring us up to 1,000Mbps data download speed and up to 1,000Mbps data upload speed. No other service offers this capability.

What can this huge increase in Broadband Speed be used for?

- Ability to make full use of 'Smart TV' or media equipment.
- Multiple users on the Internet at the same time without a lowering of broadband speed.
- Children will be able to complete homework and upload to School systems without delays.
- Due to the limitations of the TV broadcasting network, some television is planned to migrate to Internet only services. BBC3 is the first of the BBC channels making this move.
- Video Streaming: Services such as Netflix, Amazon Prime, BBC iPlayer, YouTube etc. for Movies, Video and Catch-up TV will all be fully available without irritating pauses for buffering.
- A constant speed for download and upload of data which is necessary for systems such as Skype.
- Easy access to large files held in the Cloud, such as Uploading and Downloading of Photos.
- Television standards are moving to Ultra High Definition TV. The first of these is now available as 4KHD, to be followed by 8KHD and 16KHD. These services will ONLY be available via the Internet and will require very high speed broadband.
- Live video streaming from property security cameras to the internet.

Message from Gigaclear:

Gigaclear will shortly start installing a new ultrafast fibre-to-the-premises broadband network in your area. Our service will provide one of the fastest broadband networks in the UK, and will revolutionise our customers' ability to work, play and communicate.

Gigaclear would like to thank all our local supporters, who have worked extremely hard to get you better broadband in your area. Without their efforts, and your support, we would not be building in your community.

What happens next?

We are currently in contact with our contractors and with Highways concerning schedule of works in the Welland Valley Leicestershire community. We will endeavour to keep you informed by sending updates on this project before the end of March/April.

What will Gigaclear do?

Our entire network is installed underground. The only items visible once we have completed the works will be a 3 small green cabinet installed somewhere relatively central to the network, and the lids of the underground connection points installed at the boundary of every property. Gigaclear will install an underground fibre connection point at every property we pass, not just those that sign up as customers. This is because we will only perform the digging work once, and we do not want to have to come back and dig again in the future. The fibres we install are designed to be in the ground for 50 years, and so provide a future proofed investment for the community. The connection point itself looks exactly the same as a water meter/stop-cock pot. There is no cost to have the connection point installed, so those that have not signed up for the service will have one installed at the boundary of their property at no cost.

Just before installation starts you will see a small blue cane appear outside your property. This is the marker for the location of the Gigaclear connection point, if we cannot install the cane as the ground is too hard we will mark the location with a blue paint spot so our contractors know where to install. If there is a problem with this location, please notify us by emailing us at info@gigaclear.com or calling the office directly on 01865 591100. The location for the connection point (pot) is determined based on the route of the cables.

How will the works progress?

There will be a number of trenches dug along some pavements, verges and roads, together with a number of road crossings. The contractors perform this job for other utilities and are familiar with this type of work and how to avoid other services such as water and gas etc. Our network cables are not buried as deeply as the other services so there should be no reason that existing services are disturbed. There will be some cases where the trench has to be temporarily filled whilst waiting for other work to complete; in this case you will see that the finish is not to normal standards. Once the other works are complete, the grounds will be reinstated to Highways Agency standards.

There are a number of stages to this project that involve some areas having to be worked on for longer than others. These will include several 'pits' that will need to be left open for several weeks as the fibres all meet in these pits to then be connected together. Once the connections are complete, the pits are closed and we should not need to reopen them under normal circumstances. Whilst the pits are open, they will of course be protected with appropriate barriers for personal safety as well as equipment safety.

When will you take any money from me?

Gigaclear will not and has not taken any money from anyone so far. You will not be charged anything until your service is installed and working in your property. At that point we will collect the connection fee, the remainder of the current months service rental and the next months rental in advance. For customers who are 'self installing', we will need to collect your connection fee before your kit is shipped to you. You will be contacted beforehand to confirm this. Please note that for 'self install' at customers your service subscription starts automatically 2 weeks after your kit has been delivered.

What about my installation?

If you have selected 'Gigaclear Approved Installer' as your installation choice, our installer Boxcom will contact you before the build is complete to arrange your installation. You can find details of their services here; www.boxcom.co.uk/gigaclear. You will pay Boxcom directly for the installation and any other work performed.

If you have selected 'self installation' your self installation kit will be couriered to you once the network is tested and live. You will receive an SMS text to confirm delivery of your kit. If you change your mind about your installation choice, please call the Gigaclear customer care team on 01865 591100 to let us know.

How do I make best use of the service?

If you are a customer and have not done so already, please download your customer welcome pack from our web site, as this will give you useful and important information about what to do and where best to have your router installed.

What happens about my free upgrade?

For customers that signed up before the network construction started we promised a free upgrade to the next speed tier for 12 months. This upgrade will take place the day your service goes live and will remain in place for 12 months.

Vonage telephone services

For more information about Vonage telephone services please visit www.vonage.co.uk/gigaclear or call them free of charge on 0808 178 9620. If you tell them you are a Gigaclear customer they will waive the connection fee saving you £10. Please **DO NOT** sign up to Vonage until your Gigaclear service has been installed. They are very efficient and once you have signed up your telephone adapter will generally arrive within 2 days and then you start paying your monthly subscription.

Why would I want switch to Vonage?

- You can still use your normal land line telephone and in most cases keep your existing number
- No monthly line rental (which is £16.99/month from 1st December 2014 if you are a BT customer)
- Unlimited, anytime UK land line calls for just £7.00/month (£7.50/month if you are a BT customer (from 1st December 2014))
- Excellent value call packages for other destinations and lower cost calls to mobiles
- 20 **free** call features including call waiting, voice mail, voice mail plus, caller display, ring back and do not disturb, see www.vonage.co.uk for more information
- No charge for retaining and porting your existing land line telephone number
- Ability to choose your own geographically independent number (e.g. London or International)
- Call flexibility and portability - take your number with you when you travel, have multiple devices ring simultaneously
- Unlimited Vonage to Vonage calling
- 30 day return guarantee if you are not happy with the service

We thank you again for your support and patience with this project

If you have not already signed up to Gigaclear we would urge you to investigate their products. Hallaton and Medbourne residents will have the option of a BT 'Fibre to the Cabinet' option which costs about the same but does not offer anything like the level of broadband speed or service consistency. For all other parishes the BT service will remain at its current level and there will be no improvement in performance.

Contact us on: WELLANDVALLEYBROADBANDGROUP@GMAIL.COM