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Bringing full fibre broadband to your community

Dear Resident,

As part of the Superfast Northamptonshire funded rollout of broadband in your area, works are about to begin to make your community one of the best connected in the country with ultrafast, full fibre broadband from Gigaclear. We wanted to let you know about the next steps and say thank you in advance for your patience and understanding.

Here is what you can expect as we progress with the network build in your community:

Installing the network

This will involve digging up pavements and roads as we install the full fibre cabling along with connection points outside the boundary of every property. In some instances, digging onto private land might be necessary. In which case our Network Access Team will be in contact via a network access agreement. This document grants Gigaclear access to install infrastructure across privately owned land with the permission of the landowner.

Making good

Everything disrupted by the installation will be reinstated to Highways Authorities and Utilities Committee standards.

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 take advantage of ultrafast speeds through a service provider of your choice. For the full list of Internet Service Providers available on our network go to gigaclear.net/get-connected.

Keeping you informed

We'll send you further communications as the build progresses, and will be posting regular updates at gigaclear.net/superfastnorthamptonshire. If you have specific queries about the build in your area then please contact our Network Build Care team on 01865 591 137 or via email at networkbuildcare@gigaclear.com.

Yours sincerely,

The Gigaclear Team

