

Gigaclear Update and Tips - Whilton and Whilton Locks

You will all have seen that Gigaclear have been installing their superfast fibre broadband network through Whilton and Whilton Locks over the last few weeks, and that installation is almost all finished. Some work continues along Brington Lane, and there is still some work to do at the end of Manor Lane, but for most, Gigaclear are starting to make the service available for people to connect to. Speaking with some of you, there still appears to be some confusion over what is happening, so I thought I would put this e-mail together to detail updates and some tips.

1. **Making the Service Live.** Gigaclear have made the service live to the first 40 houses in Whilton, and then promptly sent out an e-mail saying that there was a technical hitch. I pushed back to them on this as it sounded like they were about to dig the road up again. However, the issue was promptly fixed and the service was available again. Their plan is to release it in stages over the coming weeks to the remainder of Whilton and Whilton Locks.

2. **Contracts.** Gigaclear are contacting individuals direct to connect to the service. They appear to be first working through those who have registered an interest on their website at www.Gigaclear.com. and they will then be contacting others via mail shots and advertising. Originally, I was contacted on 12 May, and they said that they would have me installed within 26 days. But a follow up call a few days after to book the team to come to me to do the installation work had the next available appointment on 22 June. I pushed back saying that was very disappointing, whereupon they asked if I wanted to go on a cancellations list, which I agreed to. I then received a call on 22 May saying that they had had a cancellation and could install me that afternoon, which they did, and I am now connected to Gigaclear. Hence, when they call to book you in, it is worth asking to be put on the cancellations list if you want the service installed quickly. Also note, that if they call and you don't answer, they will not call you back or leave a message, but just carry on down their list. So worth calling them back if you have a missed call.

3. **Packages.** The packages that Gigaclear offer can be found at www.Gigaclear.com/home-broadband. Some of the details are a little confusing, but each package will come with a standard router which also broadcasts wifi around your house. If you want a wifi extender, or what they call a mesh system, the 300 and 900 mbps packages come with an additional router as part of the package which can be used to extend your wifi into other areas of your house. You can also get an additional router again for an extra £5 per month on top of your package costs if needed.

4. **Discounts.** Through social media, there have been various discount offers from Gigaclear, and they can be found at www.rural.gigaclear.com. One of the best ones of late was a £10 discount per month for every month of an 18 month contract. That offer has now finished, but Gigaclear will still honour it if you mention it at the time of agreeing a deal. I'm also hearing stories that if you are still under contract with your current provider, Gigaclear will hold and honour the discount for 3 months if you agree a deal now. (eg. You agree to take Gigaclear now, but don't want to be connected to the network for 3 months. So your contract starts in 3 months time.)

Hopefully this all makes sense, but after 18 months of chasing, and numerous delays in the project, we are at last getting a superfast broadband network into the Parish.

Many thanks

Randal
Chair of the Whilton Parish Council
Rose Briar

26 May 2020