

Gigaclear – 3rd July 2024

I doubt anyone is unaware that Gigaclear has installed infrastructure for full fibre broadband in the village. There have been issues: not knowing what is happening on your street, hoping to get hooked up but being disappointed by frequent cancellations, getting the product installed only to suffer repeat dropouts in service. This is not a complete list, but we'll start here.

The Parish Council was concerned enough to survey all villagers to establish the full range of concerns and successes. (there were some!)

James Henderson, our Technology Advisor and Diane Bohm took these concerns to an Operations Director for Gigaclear who responded by directing a team to meet with James and Diane, have a walk around the village and speak with those who have issues– these were operational and included installation, service and signal issue. We had the 'tour' on Monday, June 12th and the lead of the team asked for two weeks to resolve issues. At that point we would review our next steps.

Key issues being investigated as a result of the walk:

1. Request for the Community Hub to be at the church
2. Availability of service on Mill Lane
3. State of pavements and some signal issue on Westlands Avenue
4. Specific issues on North Lane plus discussion re: verges
5. Specific issues on Northampton Rd
6. Concerns re: road crossing at Knowle Lane

Over-arching issues

1. Which residences are not 'in the plan' and why.
2. Which residences are 'in the plan' but do not yet have the final connection.
3. Investigate multiple drop-outs and decide if it is: a configuration issue, issue with hardware in the cabinet. Refer to drop-out logs.
4. Communication during the project. (resultant negative view to product)
5. Why were so many residences hooked up while homeowners were not at home?

6. Why was communication poor due to lack of leaflet drops pre and during installation of infrastructure?
7. Why have many residents had to make multiple calls to the help-desk yet issues are still open.
8. Why have so many residents had their visits cancelled at the last minute.

At the writing of this report we are planning a village meeting on **July 23rd, 7pm in the Village Hall**. The operations team want to discuss concerns face to face with villagers.

Diane Bohm July 3rd, 2024