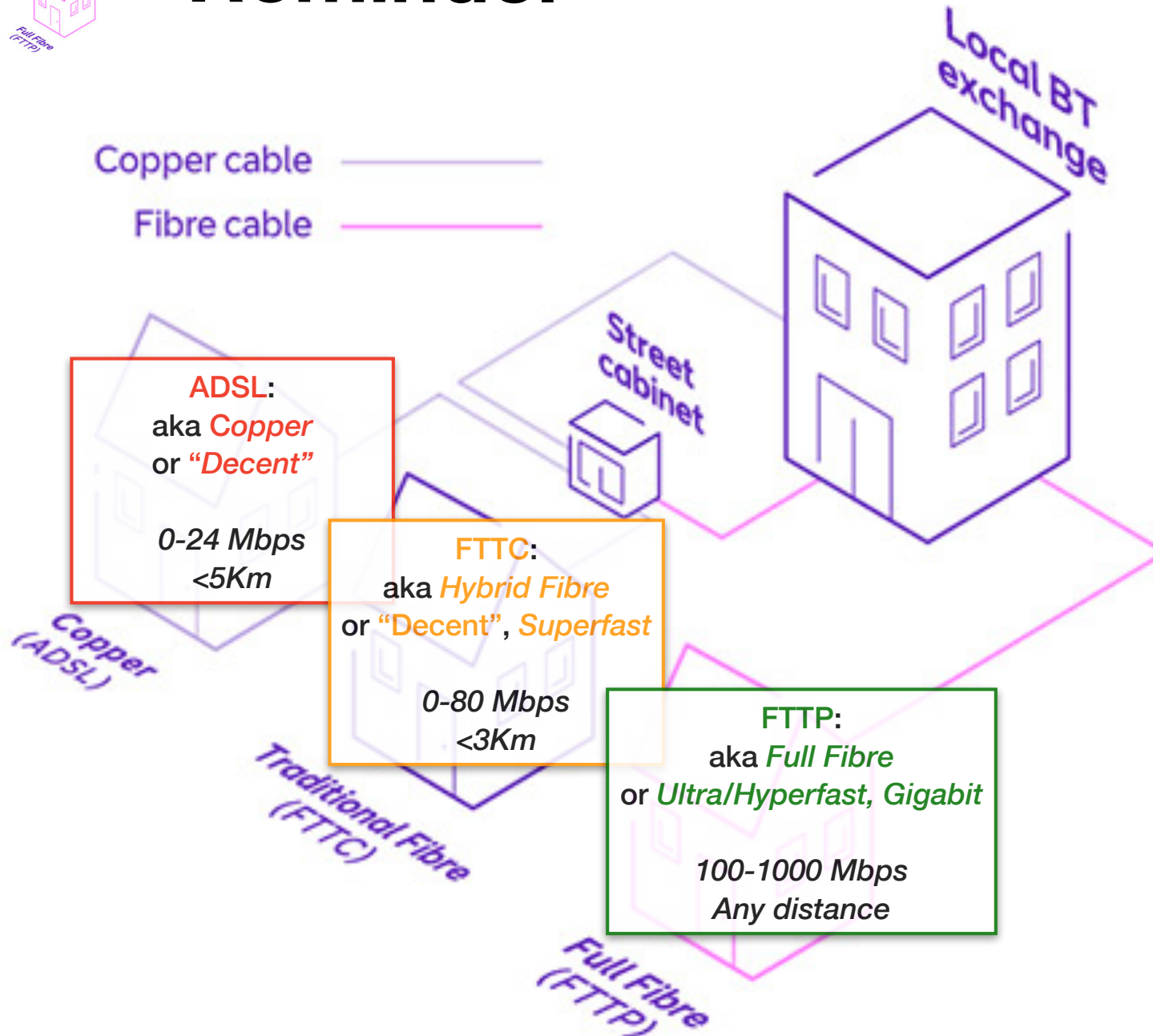
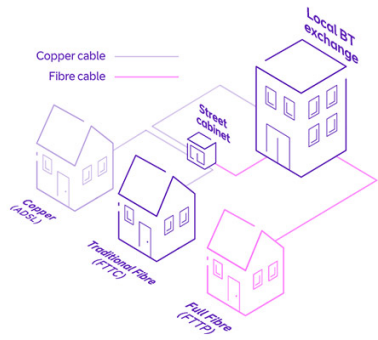


Fibre-to-the-Premise

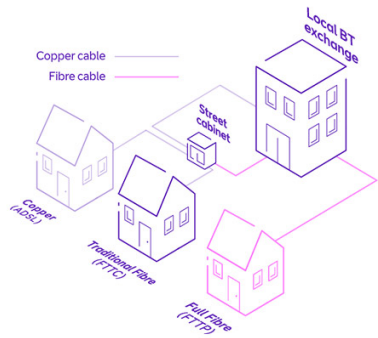
Weston-on-the-Green
Gigaclear survey results

Past, Present & Future Reminder



Official Regulator Broadband definitions

Decent:	10 Mbps (1 Mbps up)
Superfast:	30 Mbps+
Ultrafast:	300 Mbps+
Hyperfast	500 Mbps+
Gigabit	1000 Mbps+ (1Gbps+)



Summary

General comments

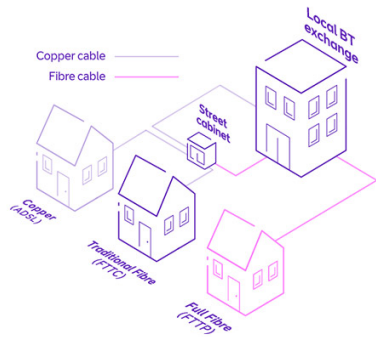
- 48 responses from a potential of ~250 premises = 20%

Joining Gigaclear

- 28 (60%) have tried to join Gigaclear
- 13 (27%) are interested to try at the end of their contract

24 have had at least one visit:

- 10 of the 24 have had at least one visit cancelled
- 16 of the 24 were connected, 1 since cancelled
 - their average time to connection was 8 weeks
- 7 of the 24 are still waiting and have been waiting for 3-32 weeks
- It appears connection is either fast (<6 wks) or slow (18-20 wks),



Scales

Service before connected

TERRIBLE	BAD	OK / AS EXPECTED	GOOD	EXCELLENT	AVERAGE
1	5	5	4	1	2.94

Service after connection

TERRIBLE	BAD	OK / AS EXPECTED	GOOD	EXCELLENT	AVERAGE
1	1	5	4	5	3.69

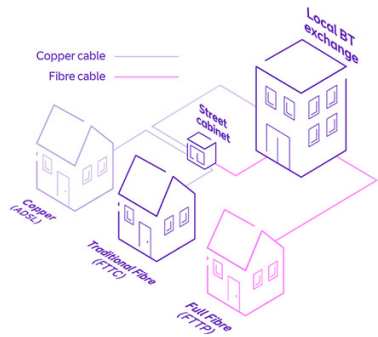
Gigaclear's presence in the village:

VERY NEGATIVE	NEGATIVE	NOT AFFECTED	POSITIVE	VERY POSITIVE	AVERAGE
5	18	19	6	0	2.54

Trusptilot

1-STAR (WORST)	2-STAR	3-STAR	4-STAR	5-STAR (BEST)	AVERAGE
12	9	16	10	1	2.56

Raw data



Q1, 2

Response Details

01 Have you tried to join up with Gigaclear? **(Mandatory)**

Answers

48

100%

Skips

0

0%

	0%	29.5%	59%	COUNT	PERCENT
Yes				28	58.33%
No				20	41.67%
Total Votes:				48	100%

Response Details

02 Are you interested in joining Gigaclear (eg: at the end of your current provider's contract)?

Answers

20

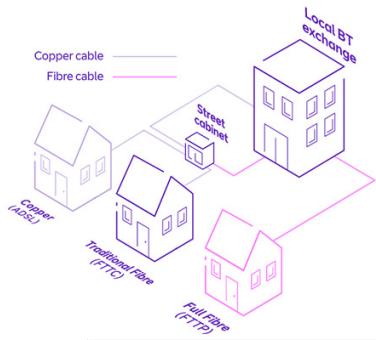
42%

Skips

28

58%

	0%	33%	66%	COUNT	PERCENT
No				13	65%
Yes				7	35%
Total Votes:				20	100%



Q3, 4

Response Details

03 Has Gigaclear arranged at least one visit yet?

Answers **29**
60%
Skips **19**
40%

	0%	41.5%	83%	COUNT	PERCENT
Yes				24	82.76%
No				5	17.24%
Total Votes:				29	100%

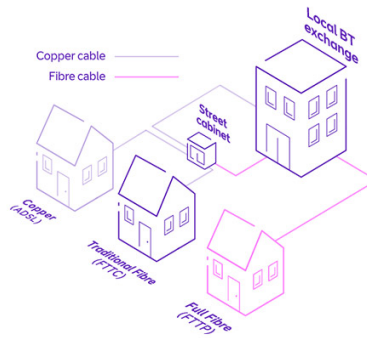
04 Please state the number of times Gigaclear cancelled a scheduled visit? (Mandatory)

Answers **10**
21%
Skips **38**
79%

Min: 1 times Max: 3 times Sum: 15 times
 Mean: 1.5000 times Median: 1 times Mode: 1 times
 Standard Dev. Population: 0.6708 Sample: 0.7071
 Standard Var. Population: 0.4500 Sample: 0.5000

Displaying 1-10 of 10

- 300,694,134 1 times Monday, Apr 1st 3:16PM
- 300,670,535 2 times Monday, Apr 1st 4:15AM
- 300,555,463 1 times Friday, Mar 29th 2:42AM
- 300,455,065 1 times Tuesday, Mar 26th 2:00PM
- 300,434,201 1 times Tuesday, Mar 26th 2:30AM
- 300,417,041 1 times Monday, Mar 25th 2:43PM
- 300,395,454 3 times Monday, Mar 25th 6:36AM
- 300,391,833 2 times Monday, Mar 25th 4:32AM
- 300,362,900 1 times Sunday, Mar 24th 11:54AM
- 300,355,110 2 times Sunday, Mar 24th 8:58AM



Q5

05

Were you ever connected / did your contract ever start? (Mandatory)

Answers

24

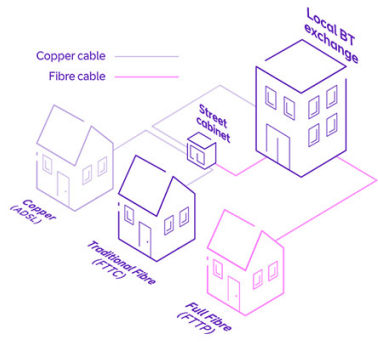
50%

Skips

24

50%

	0%	33.5%	67%	COUNT	PERCENT
I was connected (you may still be or you may have since cancelled)				16	66.67%
I am still waiting to be connected				7	29.17%
I gave up waiting to be connected (was never connected)				1	4.17%
Total Votes:				24	100%



Q6, 7

06 You are still waiting. How long has it been since 1st contact from Gigaclear?

Answers **11** 23%
 Skips **37** 77%

Displaying 1-11 of 11

Min: 1weeks Max: 32weeks Sum: 125weeks
Mean: 11.3636weeks Median: 7weeks Mode: 1weeks, 16weeks
Standard Dev. Population: 9.7447 Sample: 10.2203
Standard Var. Population: 94.9587 Sample: 104.4545

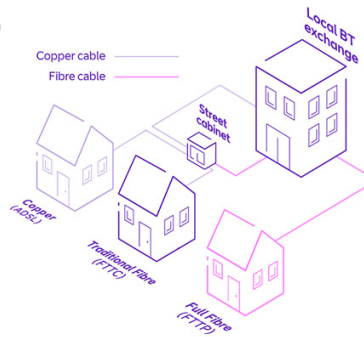
301,121,535	3weeks	Friday, Apr 12th 6:14PM
301,022,921	16weeks	Wednesday, Apr 10th 12:06PM
300,694,134	7weeks	Monday, Apr 1st 3:15PM
300,434,201	15weeks	Tuesday, Mar 26th 2:30AM
300,415,285	16weeks	Monday, Mar 25th 2:11PM
300,395,454	24weeks	Monday, Mar 25th 6:36AM
300,391,143	1weeks	Monday, Mar 25th 4:08AM
300,362,900	1weeks	Sunday, Mar 24th 11:54AM
300,361,157	32weeks	Sunday, Mar 24th 11:18AM
300,358,540	8weeks	Sunday, Mar 24th 10:13AM
300,358,313	2weeks	Sunday, Mar 24th 10:07AM

07 Please explain your situation (why you are still waiting)

Answers **9** 19%
 Skips **39** 81%

Displaying 1-9 of 9

301,121,535	Got fibre to pont of access, waiting for internal connection. (Original sales call made appointments for outdoor and indoor connections. The outdoor crew turned up ten days early.)	Friday, Apr 12th 6:14PM
301,022,921	Gigaclear hadn't put the hardware in the ground for us to be connected	Wednesday, Apr 10th 12:06PM
300,694,134	Wrong connection	Monday, Apr 1st 3:15PM
300,434,201	We signed up in August with a scheduled installation date in the first week of November. 2 days before we received a cancellation notice. I never heard anymore until I chased 2 weeks later, was told I would be called back and never did. They said there was an issue because of an electricity pole and they would need to apply for access. I chased again in early January after they failed to call back, the rep said they would call me back, they didn't. Two weeks later I escalated to Nathan Rundle on LinkedIn Who finally got me a callback. I was told that they were having a regional meeting and they would contact me after. They advised that it would take a further 6 months to apply for the pole installation and they were sending a team out to look for alternatives. The team came out again in mid February (I did not meet them and they were not booked in to talk to me) and have now advised that they can use the telegraph poles but need to do tree clearance. They continue to email to say that they don't have a tree clearance team available to do this install, I have no further date and we are now nearly 8 months since we ordered Gigaclear. Quite frankly, they are useless, they lie, they don't take action. They are probably happy to get 70-80% simple installs done and forget the rest, knowing that they are the only option in the village for fibre.	Tuesday, Mar 26th 2:30AM
300,415,285	THEY ARE VERY CHATTY AND INFORMAL BUT NOTHING HAPPENS--MANY PROMISES--NO ACTION--APPARENTLY AN ISSUE OF SOME SORT-NOW THEY ARE WORKING ON IT--THANKS FOR YOUR PATEINCE-WE ARE DOING OUR BEST--BLAH BLAH BLAH	Monday, Mar 25th 2:11PM
300,395,454	Gigaclear erroneously claim there is no underground conduit to our house (there seem to be two in actuality) and prefer to hook up from a telephone pole provided I clear trees to grant line of sight. We live in a conservation and we cannot clear the trees.	Monday, Mar 25th 6:36AM
300,361,157	Gigaclear failed to install on the November date agreed back in August. They have since explained that they are unable to connect until they are able to do some tree cutting. Last week they have left the case open, saying "Unfortunately there have not been any confirmations of when we would have a team available for tree cutting and install in tandem." That's it. No time frame. No solution.	Sunday, Mar 24th 11:18AM
300,358,540	Made contact with them online and then by phone was told that it would be end September before we might be connected! have had no contact with them since - have filled in online form for information but nothing back so far	Sunday, Mar 24th 10:13AM
300,358,313	I missed their call (driving), later that day, I got an email from Elijah Moses saying "Thank you for your time earlier, Below I have explained the process from start to finish and what's involved, if you were to go ahead with ourselves." I had to go into Elijah's email address to see that it was gigaclear as there was no mention of them, or any branding, in the email. I have today talked to an installer in our street, and ascertained that I would get a cable connection from the box, which has made me more likely to proceed.	Sunday, Mar 24th 10:07AM



Q8

08

You stated you gave up waiting and was never connected. Please explain what happened.

Answers

1

2%

Skips

47

98%

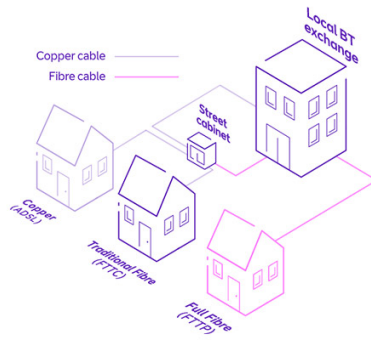
Displaying 1-1 of 1



300,455,065

My installation was booked for 23rd Nov 2023. This was cancelled as Gigaclear needed to do further work. I heard nothing from them so contacted them. Only then did I find out that the work hadn't been rescheduled. I cancelled my order as I had no faith in the ability of Gigaclear to provide a service. I asked for my details to be removed from their system and also asked for recompense for the additional sockets and wiring I had installed to meet my side of the contract. This was refused.

Tuesday, Mar 26th
2:00PM



Q9

09

How long, in weeks, was it between 1st contact with Gigaclear and being connected/contract-start? (Mandatory)

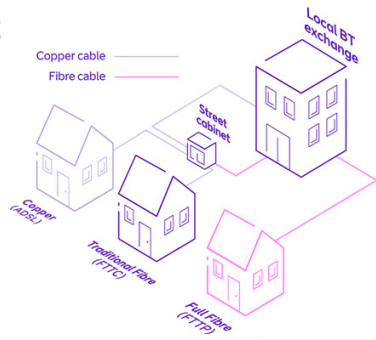
Answers **16** 33%
 Skips **32** 67%

Displaying 1-16 of 16

Min: 3 weeks Max: 20 weeks Sum: 130 weeks
 Mean: 8.1250 weeks Median: 7 weeks Mode:
 Standard Dev. Population: 4.4564 Sample: 4.6025
 Standard Var. Population: 19.8594 Sample: 21.1833

301,040,684	20 weeks	Wednesday, Apr 10th 3:47PM
301,027,676	8 weeks	Wednesday, Apr 10th 1:56PM
301,022,304	6 weeks	Wednesday, Apr 10th 11:48AM
300,689,815	7 weeks	Monday, Apr 1st 1:51PM
300,674,195	8 weeks	Monday, Apr 1st 6:59AM
300,670,535	18 weeks	Monday, Apr 1st 4:15AM
300,555,463	10 weeks	Friday, Mar 29th 2:42AM

300,523,027	4 weeks	Thursday, Mar 28th 8:05AM
300,471,173	6 weeks	Wednesday, Mar 27th 2:16AM
300,417,041	7 weeks	Monday, Mar 25th 2:43PM
300,407,078	8 weeks	Monday, Mar 25th 11:02AM
300,398,097	7 weeks	Monday, Mar 25th 7:33AM
300,391,833	7 weeks	Monday, Mar 25th 4:32AM
300,378,048	3 weeks	Sunday, Mar 24th 4:13PM
300,362,559	7 weeks	Sunday, Mar 24th 11:47AM
300,355,110	4 weeks	Sunday, Mar 24th 8:58AM



Q10, 11

10

Please score the overall service you feel you received before being connected?
(Mandatory)

Answers

16

33%

Skips

32

67%

 Values Percent

	TERRIBLE	BAD	OK / AS EXPECTED	GOOD	EXCELLENT	AVERAGE
Rating	1	5	5	4	1	2.94

Initial installation was unsuccessful as they didn't bring the correct equipment for our specific location (despite pre installation survey the week before!). It took a long time for the right engineers to be available to come back and successfully install.

Communication clear and I signed up to a free 6 month trial no commitment so I'm happy.

Reasonably easy to sign up and got confirmation quickly too

A 6 month free trial booked in advance, and Gigaclear operatives turned up on the booked day, albeit the engineer came before the groundworkers, but work then completed on the day.

Keep being told they could not connect me, then we had the box installed at end of driveway then to be told that it wouldn't be till 6 months before we could get connected, then had a email to say they could connect us 2 weeks later. Tried to contact them but awful customer service

They cancelled on the first day scheduled installation. Arrived on a day not arranged. On actual installation it still took another 3 weeks to be connected due to technical issues. Had very poor communication, left sunken tyre marks in grass on front garden.

There registered interest Site seemed useless, but once we got communicating on connection it was good, even if initial connection date delayed

Their website customer portal does not have much info but customer support was fast

We were told what to expect and when and what preparation we needed to do ourselves

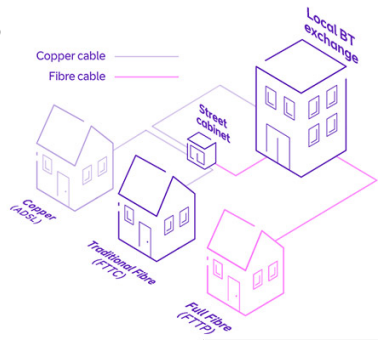
Cancelled first appointment, said it would be rebooked but wasn't, so nobody showed up on the second date given.

A failed installation, but communication was good.

On-time for both appointments (outside & inside work). Very friendly & helpful installer.

That installed on the agreed date

1st cancellation was by email about 1 hour prior to the visit - I had arranged to be home for them. Both times no reason was given.



Q12, 13

12

Please score Gigaclear's service (speed, reliability etc) whilst in-contract (**Mandatory**)

Answers

16

33%

Skips

32

67%

	TERRIBLE	BAD	OK / AS EXPECTED	GOOD	EXCELLENT	AVERAGE
Rating	1	1	5	4	5	3.69

We have had no issues with it once connected

Can only compare to previous, BT and Sky. The speed is far greater and connectivity issues are no worse than previous providers, perhaps a little better so far.

So much faster than Sky

Speed good, but 2 outages in 2 months since connected in January.

Cut off for 3 days, no explanation as to why, no phone calls were able to be made, no internet, had to leave the village to call them and then they would cut us off halfway through the call

Speed when working is great, drops out constantly. Very irritating.

Speed is much better than previous providers, but we have had more service disruptions since being connected in December than I'd expect

Aside from 1 scheduled downtime, our service has not been interrupted, is more than 5x faster than our previous provider, provides high upload speed, and is saving us £15 a month compared to what we used to pay

We had a short outage soon after installation but that was solved within a day by their technical support team with no reliability issues since. We signed-up for a 200Mbps service and Speedtest has always returned similar figures.

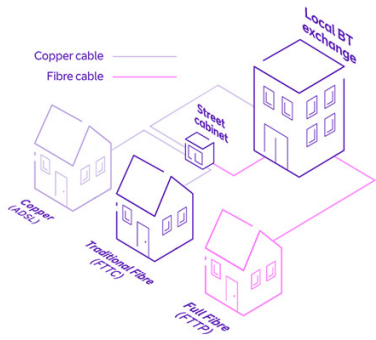
Very fast and reliable service for the first 6 months.

No problems, better speed for less than BT.

Much faster speeds than previously available (10x). A couple of short periods of unavailability - but usually notified in advance. Expect this to be related to the early roll out in the village, but otherwise the connection has been rock-solid with good speeds (as advertised) and low latency.

As expected

OK for a while but lost connection for a day (PON light was red). It turned out that a Gigaclear tech was working to fix something in another part of the village and disconnected me by accident. The engineer that came to fix the problem had to call in to the NOC department to restart a command that had gotten stuck before anything would work again.



Q14, 15

14 Are you still connected or have you since cancelled?

Answers: **16** (33%) | Skips: **32** (67%)

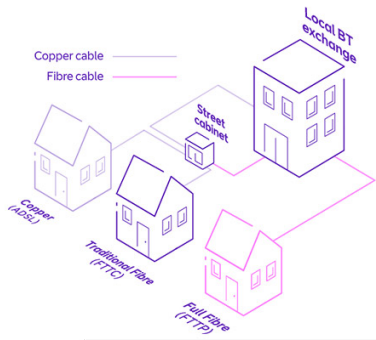
	0%	47%	94%	COUNT	PERCENT
Still connected				15	93.75%
Have since cancelled				1	6.25%
Total Votes:				16	100%

15 You have stated that you have cancelled your contract with Gigaclear since being connected. Please explain why.

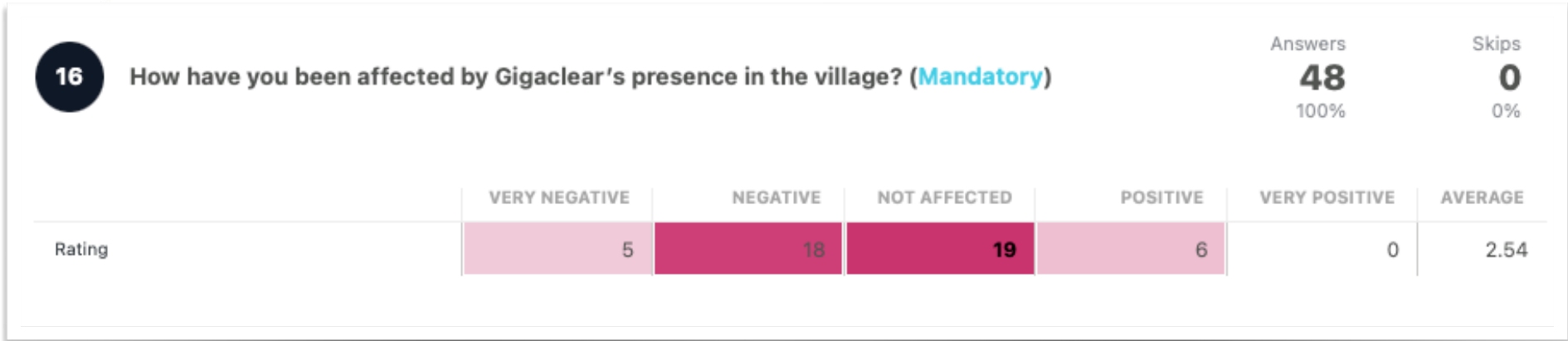
Answers: **1** (2%) | Skips: **47** (98%)

Displaying 1-1 of 1

300,674,195 As with all my previous comments, really bad communication from them, not taken seriously, rubbish customer service. Monday, Apr 1st 6:59AM



Q16, 17



Lots of disruption and verge destruction on the lane.

Roads closed, repeated visits, digging up verges

It didn't bother us

I'm not sure why more work is needed when I already had access to fast broadband and assume that would be the case for everyone in the village.

They haven't been overly intrusive and if you want optic lines you have to expect some road works. Things don't appear by magic

Been pretty unaffected

I feel that the works carried out were handled well and the team working were very pleasant. It's just a shame that they weren't able to do what they were meant to do for us!!

Their contractors way of doing the job breached H&S regulations, they blocked our driveway over a bank holiday weekend so we couldn't get out and not even as a pedestrian. Dust control was terrible

Roads closed and access restricted without notification.

Caused big disruption in village installing infrastructure and left some roads, kerbs, verges etc in a bad state

We were aware of work completed and traffic impacts - but not adversely affected.

Not a problem

No problem with access to any part of the village, and the work/noise was as expected.

Zero project management and complete lack of communication to residents in Knowle Lane regarding any activities. We only discovered what work was planned when we personally asked them. No notification that grass verges outside properties (which we maintain) would be used to place cabling, as well as parking heavy vehicles used by Gigaclear regularly. Unsuccessful attempts at trying to rectify the damage caused.

Didn't have any issues

I thought disruption was minimum and quickly done all things considered and don't understand why people have been complaining. Cables are buried which is great but can't happen without a bit of digging and mud! I get the feeling there will be complaints here even on positives

Seen them a few times when coming in and out of the village, but haven't ever been held up due to them

I'm sure that we were amongst the lucky ones but I can't really complain about the impact on us.

Only by speaking directly to the digging team, was I able to maintain access to my property.

They dug up the roads, destroyed the verges down North Lane and they still didn't manage to install for us....8 months later

Occasional traffic lights are not much to put up with.

I DID NOT

Seems OK for what we are getting.

no problems

If you want faster internet, have to expect some infrastructure works to take place. Looking around the parts of the village that I drive through, there seems to have been no lasting damage and is mostly regrown. No worse than other disruptions (e.g. water, electricity, road repairs).

The workers are professional and courteous.

Engineers seemed repeatedly to work in the same areas. On one occasion, they blocked off the end of my drive so that I could not get out. no prior information was given about this. They also dug across the bottom of my drive, destroying the gravel surface and leaving a mass of mud: again no warning was given or permission asked.

The damage outside my residence is terrible, where they have dug, the ground has sunk and left a terrible dip in the grass verge.

I might have applied to join gigaclear if it had been clear when they were going to be working in Mill Lane. As I found it difficult to learn the answer to this question I applied to join BT openreach from the pylon on the village hall green. This has been moderately satisfactory but the telephone line cuts out when there is a break in connectivity. For personal use this is merely irritating. For help lines when you have been waiting for 25 mins already it is infuriating beyond belief.

Problems getting in and out of Knowle Lane, and our driveway. A temp mess was made of the grass verge DURING their time, but they did clear afterwards

Made a mess of the roads, verges and backfilled storm drains so now our road floods

Often blocked in by them and not helpful when asked how we get to work. Very untidy and poor workmanship-tarmac already breaking up, verges destroyed and piecemeal repair if at all. Has ruined the rural feel to our lanes

Not affected

Not a problem for us

Not really affected.

Obstructed my driveway so I couldn't leave my house, damaged my verge and hedges

The y were very nice on North Lane but left the large verge outside our house a complete mess - stones, gravel, mud and compacted, where previously grass verge.

There was obvious disruption when they were digging up the road, but we were always able to come and go.

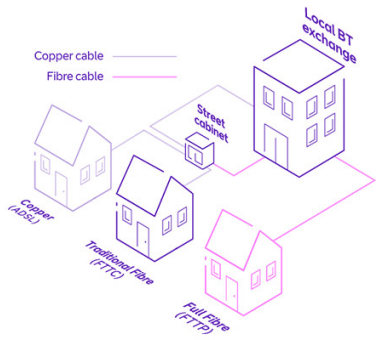
the footpath was sometimes closed when I walked down to the village - the workers did let me go by and were generally polite and helpful but their barriers and signs were not always clear to pedestrians

Very messy roadworks, and apparently inefficient as they appeared to have to come back at least twice.

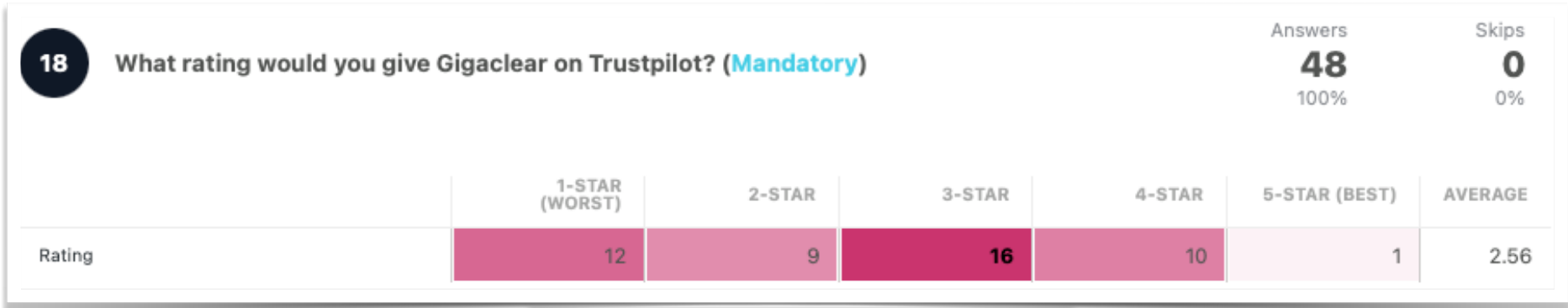
Disruption on roads and pavements for weeks. Debris everywhere. Signs and barriers left in place long after work finished.

They were polite and considerate

The infrastructure works were always friendly and quite communicative about their plans. However, there was never any advanced warning from Gigaclear regarding potential disruptions in the village. Looking around, it is clear that they still have to make good on replanting verges etc.



Q18, 19



No comment

Massive disruption, no discernible benefit

Customer service not great but best internet option for us in a rural location with terrible signal and internet service

I can't comment as haven't used them personally

I don't use trustpilot or comment on these things so irrelevant hypothetical question

Question 18 is silly - I've had no dealings with them so I couldn't say what score I'd give them. There should be an N/A option

Can't comment yet as we are not a customer

Service is great.

Poor communication regarding infrastructure work leading to unnecessary disruption in the village.

Not directly impacted - but aware of so many issues - despite poor connection with BT - we have not been convinced that the move to gigaclear has improved many if any

Overall good service re speed, but would like to know reason for 2 outages in 2 months since connection.

Cannot comment on Gigaclear as a Broadband provider. However, the installation process of cabling to enable Gigaclear to be provided was not project managed in a professional manner.

Don't go over to them

Terrible installation service, poor communication, good speed when actually working.

None

Gigaclear is a much better offering and better value for money than the big broadband providers

Only complaint was that their subcontractors came onto our property (open to the road) in order to connect a neighbour without forewarning or consent (which would have been happily given)

Don't think about a contract unless you live in a post 1960 house and can have an underground installation

Lies, lies and more lies.

It's impossible to comment on Trustpilot as the installation experience was very bad but the service has been very good. Only time will tell. Their response to the first unscheduled outage will be the real decider. If it's fixed immediately that will be great; if it takes a week no one who relies on the Internet for work or telephone will ever use Gigaclear again. The Parish Council should make it very clear to Gigaclear that being unable to carry out installations or repairs to schedule is what decides customer loyalty long-term.

NONE-BECAUSE NOTHINGG HAS HAPPENED FOR KEEPERS

Good reliable product, but have not has to contact them about anything so no experience of Customer Services.

heard it is a good wi fi solution

Significantly increased speeds with low latency - thanks for bringing a rural village into the 21st century! Installation was around 7 weeks from order to being online, friendly install team and only a couple of minor service issues since being connected (2-3 months).

Gigaclear does not respond to enquiries and they fail to follow up. I have received seven assurances of a call back and received none. I wrote to the CEO and have not received a response after over 2 months. The company completely lacks any sense of service.

Gigaclear have no consideration for the impact of their work on local residents.

The ground staff laying the cables were pleasant and goodhumoured in my experience. They did not seem to have any idea of an overall plan.

If they provided a good overall service, their CS would not have to keep apologising for such a shoddy unreliable service. Still wouldn't go near them, having never had a problem with BT. I do a lot of work online (websites etc) and have never had a problem with BT. I simply don't trust them, and comment elsewhere (LinkedIn & Book) reveal that others don't either Here is the reply I had from James Henderson when I asked about the "obligation" to adopt GigaClear: Hi Ian, None of us really know. The 2025 plan is as much political as it is practical. Very few people I have spoken to actually believe the government will stick to 2025, but I felt people should be aware of it. I personally believe that the DCMS will not allow the removal of copper until there is a viable alternative. Whether they consider Gigaclear to be that alternative (or whether they will insist that Openreach also install fibre to remove the monopoly) is unknown. If they screw this up, every business & home will be effected so (I personally think) it's a decision they will not take risks with.

Poor workmanship

Dreadful communication, poor attitude to communities, poor grounds work , not at all sympathetic to the environment

Not affected

Lots of effort to sign me up as a customer, more than six months ago. Very poor customer service and I'm still waiting for installation.

Lack of communication, untidy , no care at all

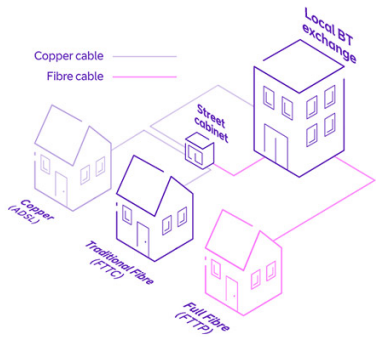
Not tried to connect yet

I could not rate them, as I have not had giga clear installed yet.

when I called the operative did not seem bothered that we were seemingly the only property in the village not connected - it was a cost effective decision that keeps us disconnected - no sympathy or inclination to even appear helpful

I really don't feel I have enough information to comment.

I am slightly distrustful of the reality being not what was promised by the Community Liaison person that gave us all a presentation months ago. Their customer service is at best unorganised and at worst incompetent.



Q20

20

Please select the street you are on

Answers
44
92%

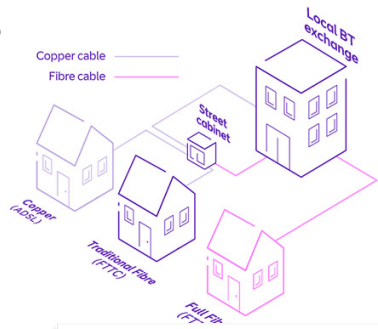
Skips
4
8%

	0%	9.5%	19%	COUNT	PERCENT
North Lane				8	18.18%
Church Lane				5	11.36%
Knowle Lane				5	11.36%
Northampton Road (north of Church Lane)				4	9.09%
Westlands Ave				4	9.09%
Church Close				3	6.82%
Shepherds Close				3	6.82%
Other Option				3	6.82%
(Prefer not to answer)				2	4.55%
Oxford Court				1	2.27%
Northampton Road (south of Church Lane)				1	2.27%
Gallosbrook Way				1	2.27%
Oxford Rd.				1	2.27%
Mill Lane				1	2.27%
Village Farm Court				1	2.27%
Blacksmiths Close				1	2.27%
Monks Walk				0	0%
Total Votes:				44	100%

Other Responses

Answers
3

	Milestone Lane	Wednesday, Apr 10th 10:47AM
301,019,863		
	BLETCHINGTON ROAD	Monday, Mar 25th 2:11PM
300,415,285		
	Church Road	Monday, Mar 25th 11:02AM
300,407,078		



Q21

21

Is there anything else you would like us to know what hasn't been covered?

Answers

21

44%

Skips

27

56%

I am happy with Gigaclear so far and will be switching to a permanent contract if things continue as they have been.

No, service is good, their installers were crap

No

Gigaclear infrastructure work in the village has been untidy with verges and pathways being left in poor state.

We're not likely to remain with Gigaclear after the end of our initial contract due to the high cost thereafter. I am optimistic, however, that commercial sense will prevail and that a deal can be struck with them when the time comes.

The digging team were surprisingly friendly and helpful

Happy to provide more context if needed. Neil Mullane

NO

I would just be wary that we aren't doing this survey against the other operators. Could fall in to the trap of assuming they would score perfectly but an incumbent does not have to do installations. We should try and compare like for like results meaning satisfaction scores for installations, customer service, performance and reliability.

The employees will arrive without any appointment, or they fail to attend without any prior warning.

I don't seem to have been able to start the survey at question 1. The page numbering seems out of line with the question numbering. I apologise if I have missed all the beginning questions! with thanks from Theff

No

The destruction of the grass verges and lacklustre repair and the blocking of storm drains with the earth they put down as the repair

No

External installation took place without our presence so was not connected where we would have preferred

I would be happy to provide the detailed email trail between me and Gigaclear if desired.

Nope

Towards the end of our BT contract, we will ask Gigaclear to let us know whether they can use existing ducting or will need to dig up the drive. We will not go ahead with them if they need to dig up the drive.

we just want the option of connecting as our sky connection via overhead cable seems slower every day!

No

Time will tell regarding their reliability of service.