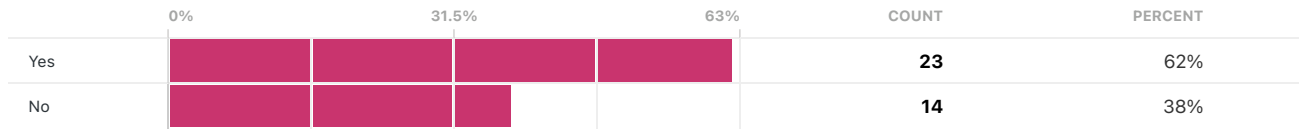


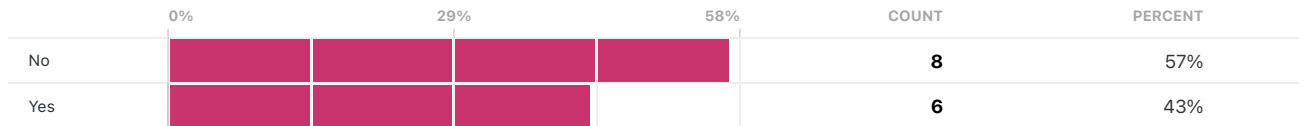
Gigaclear Survey

Responses

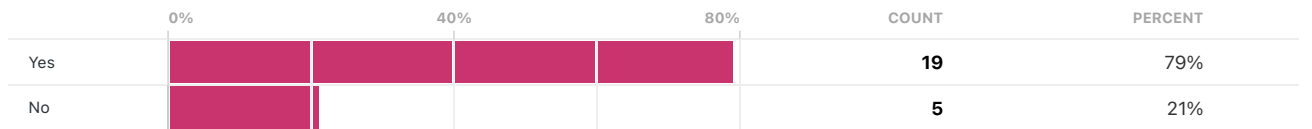
01 Have you tried to join up with Gigaclear? (Mandatory) Answers **37** 100% Skips **0** 0%



02 Are you interested in joining Gigaclear (eg: at the end of your current provider's contract)? Answers **14** 38% Skips **23** 62%



03 Has Gigaclear arranged at least one visit yet? Answers **24** 65% Skips **13** 35%



04 Please state the number of times Gigaclear cancelled a scheduled visit? (Mandatory) Answers **10** 27% Skips **27** 73%

| | | |
|-------------|---------|--------------------------|
| 300,694,134 | 1 times | Monday, Apr 1st 3:15PM |
| 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 |

05 Were you ever connected / did your contract ever start? (Mandatory) Answers **19** 51% Skips **18** 49%



| | | | | | | | | | | |
|---------------------------------------------------------|--|--|--|--|--|--|--|--|---|----|
| I gave up waiting to be connected (was never connected) | | | | | | | | | 1 | 5% |
|---------------------------------------------------------|--|--|--|--|--|--|--|--|---|----|

| 06 You are still waiting. How long has it been since 1st contact from Gigaclear? | | Answers | Skips |
|----------------------------------------------------------------------------------|---------|---------|--------------------------|
| | | 9 | 28 |
| | | 24% | 76% |
| 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 |

| 07 Please explain your situation (why you are still waiting) | | Answers | Skips |
|--------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|--------------------------|
| | | 7 | 30 |
| | | 19% | 81% |
| 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 |

| 08 You stated you gave up waiting and was never connected. Please explain what happened. | | Answers | Skips |
|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|--------------------------|
| | | 1 | 36 |
| | | 3% | 97% |
| 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 |

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

Answers **13** Skips **24**
35% 65%

| | | |
|-------------|----------|----------------------------|
| 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 |

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

Answers **13** Skips **24**
35% 65%

| | TERRIBLE | BAD | OK / AS EXPECTED | GOOD | EXCELLENT | AVERAGE |
|--------|----------|-----|------------------|------|-----------|---------|
| Rating | 1 | 4 | 4 | 3 | 1 | 2.92 |

11 Why did you give this score?

Answers **11** Skips **26**
30% 70%

| | | |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| 300,689,815 | 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. | Monday, Apr 1st 1:51PM |
| 300,674,195 | 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 | Monday, Apr 1st 6:59AM |
| 300,670,535 | 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. | Monday, Apr 1st 4:15AM |
| 300,555,463 | There registered interest Site seemed useless, but once we got communicating on connection it was good, even if initial connection date delayed | Friday, Mar 29th 2:42AM |
| 300,523,027 | Their website customer portal does not have much info but customer support was fast | Thursday, Mar 28th 8:05AM |
| 300,471,173 | We were told what to expect and when and what preparation we needed to do ourselves | Wednesday, Mar 27th 2:16AM |

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

Answers **13** Skips **24**
35% 65%

| | TERRIBLE | BAD | OK / AS EXPECTED | GOOD | EXCELLENT | AVERAGE |
|--------|----------|-----|------------------|------|-----------|---------|
| Rating | 1 | 1 | 5 | 2 | 4 | 3.54 |

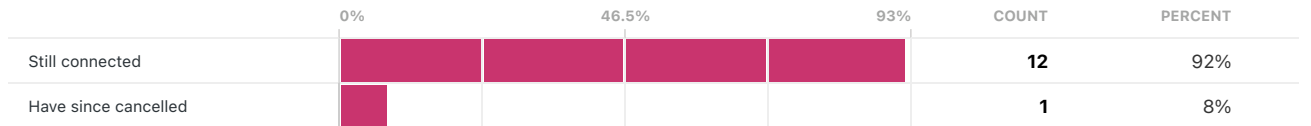
13 Why did you give this score?

Answers **11** Skips **26**
30% 70%

| | | |
|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| 300,689,815 | Speed good, but 2 outages in 2 months since connected in January. | Monday, Apr 1st 1:51PM |
| 300,674,195 | 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 | Monday, Apr 1st 6:59AM |

| | | |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| 300,670,535 | Speed when working is great, drops out constantly. Very irritating. | Monday, Apr 1st 4:15AM |
| 300,555,463 | Speed is much better than previous providers, but we have had more service disruptions since being connected in December than I'd expect | Friday, Mar 29th 2:42AM |
| 300,523,027 | 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 | Thursday, Mar 28th 8:05AM |
| 300,471,173 | 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. | Wednesday, Mar 27th 2:16AM |

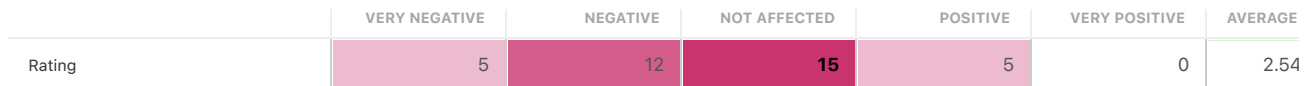
14 Are you still connected or have you since cancelled? Answers **13** 35% Skips **24** 65%



15 You have stated that you have cancelled your contract with Gigaclear since being connected. Please explain why. Answers **1** 3% Skips **36** 97%

| | | |
|-------------|----------------------------------------------------------------------------------------------------------------------|------------------------|
| 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 |
|-------------|----------------------------------------------------------------------------------------------------------------------|------------------------|

16 How have you been affected by Gigaclear's presence in the village? (Mandatory) Answers **37** 100% Skips **0** 0%



17 Why did you rate Gigaclear's presence in the village this way? Answers **32** 86% Skips **5** 14%

| | | |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| 300,694,134 | Not a problem | Monday, Apr 1st 3:15PM |
| 300,689,815 | No problem with access to any part of the village, and the work/noise was as expected. | Monday, Apr 1st 1:51PM |
| 300,676,015 | 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. | Monday, Apr 1st 7:47AM |
| 300,674,195 | Didn't have any issues | Monday, Apr 1st 6:59AM |
| 300,555,463 | 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 | Friday, Mar 29th 2:42AM |
| 300,523,027 | Seen them a few times when coming in and out of the village, but haven't ever been held up due to them | Thursday, Mar 28th 8:05AM |

18 What rating would you give Gigaclear on Trustpilot? (Mandatory) Answers **37** 100% Skips **0** 0%

| | | | | | | |
|--------|----|---|---|---|---|------|
| Rating | 10 | 9 | 9 | 8 | 1 | 2.49 |
|--------|----|---|---|---|---|------|

19 What would your comment on Trustpilot be?

Answers **28** Skips **9**
76% 24%

| | | |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| 300,689,815 | Overall good service re speed, but would like to know reason for 2 outages in 2 months since connection. | Monday, Apr 1st 1:51PM |
| 300,676,015 | 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. | Monday, Apr 1st 7:47AM |
| 300,674,195 | Don't go over to them | Monday, Apr 1st 6:59AM |
| 300,670,535 | Terrible installation service, poor communication, good speed when actually working. | Monday, Apr 1st 4:15AM |
| 300,555,463 | None | Friday, Mar 29th 2:42AM |
| 300,523,027 | Gigaclear is a much better offering and better value for money than the big broadband providers | Thursday, Mar 28th 8:05AM |

20 Please select the street you are on

Answers **35** Skips **2**
95% 5%

| | 0% | 11.5% | 23% | COUNT | PERCENT |
|-----------------------------------------|----|-------|-----|-------|---------|
| North Lane | | | | 8 | 23% |
| Northampton Road (north of Church Lane) | | | | 4 | 11% |
| Knowle Lane | | | | 4 | 11% |
| Church Lane | | | | 3 | 9% |
| Westlands Ave | | | | 3 | 9% |
| (Prefer not to answer) | | | | 2 | 6% |
| Church Close | | | | 2 | 6% |
| Other Option | | | | 2 | 6% |
| Oxford Court | | | | 1 | 3% |
| Northampton Road (south of Church Lane) | | | | 1 | 3% |
| Oxford Rd. | | | | 1 | 3% |
| Mill Lane | | | | 1 | 3% |
| Village Farm Court | | | | 1 | 3% |
| Blacksmiths Close | | | | 1 | 3% |
| Shepherds Close | | | | 1 | 3% |
| Gallosbrook Way | | | | 0 | 0% |
| Monks Walk | | | | 0 | 0% |

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

Answers **19** Skips **18**
51% 49%

| | | |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| 300,689,815 | No | Monday, Apr 1st 1:51PM |
| 300,670,535 | Gigaclear infrastructure work in the village has been untidy with verges and pathways being left in poor state. | Monday, Apr 1st 4:15AM |
| 300,471,173 | 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. | Wednesday, Mar 27th 2:16AM |
| 300,455,065 | The digging team were surprisingly friendly and helpful | Tuesday, Mar 26th 2:00PM |

| | | |
|-------------|-------------------------------------------------------|-----------------------------|
| 300,434,201 | Happy to provide more context if needed. Neil Mullane | Tuesday, Mar 26th 2:30AM |
|-------------|-------------------------------------------------------|-----------------------------|

| | | |
|-------------|----|----------------------------|
| 300,415,285 | NO | Monday, Mar 25th 2:11PM |
|-------------|----|----------------------------|

WARNING! This will delete all the results of this survey. The results cannot be restored.