

Gigaclear
Ultrafast Fibre Broadband

welcome to
*faster*shire
Faster broadband for Herefordshire and Gloucestershire

Parish Information Pack

Ultrafast broadband rollout - Phase 2



Fastershire is coming

Fastershire, Gigaclear, ultrafast broadband and your community

Fastershire is a partnership between Herefordshire Council and Gloucestershire County Council to bring faster broadband to the two counties, with funding from central government's Broadband Delivery UK matched by the local authorities.

Phase 1 of the project, delivered by BT, has already seen over 108,000 homes and businesses across both counties now able to access a superfast broadband service. Phase 2 of the rollout will see faster broadband being extended further into areas that still cannot access superfast speeds of over 30Mbps.

Between now and the end of 2018 we'll be making the UK's fastest broadband available to some of the most isolated communities across both counties, using an ultrafast full fibre network with speeds up to 1GB being installed by Gigaclear.

This new rollout aims to sustain thriving communities in some of the most deeply rural areas across both counties, and is in addition to both Fastershire's delivery to date through BT and the privately funded provision of fibre broadband in more urban areas.

Want to find out more?

More information about Fastershire's phase 2, including the ability to check if your premise is included, can be found on the Fastershire website www.fastershire.com

Have the UK's fastest* broadband at your door step

Gigaclear specialises in connecting rural communities with better, faster broadband by installing pure fibre straight into the home. Being pure fibre, you will receive a reliable and consistent service with speeds of up to 1000Mbps.

To find out more about Gigaclear in your village please visit: Gigaclear.com/fastershire

*Based on Ofcoms' review of UK broadband speeds published May 2017.

The difference between traditional broadband and Gigaclear.

ADSL:

Copper wire from the telephone exchange to your home (e.g. BT broadband)

ADSL (asymmetric digital subscriber line) runs on your telephone line. Download speeds of up to **24Mbps** are possible when you live close to an exchange with newer equipment, but at peak times the outdated copper wiring often can't cope. If you're a long way from the telephone exchange the speeds will slow and telephone lines are often exposed to the weather, so are prone to interference and damage.

FTTC:

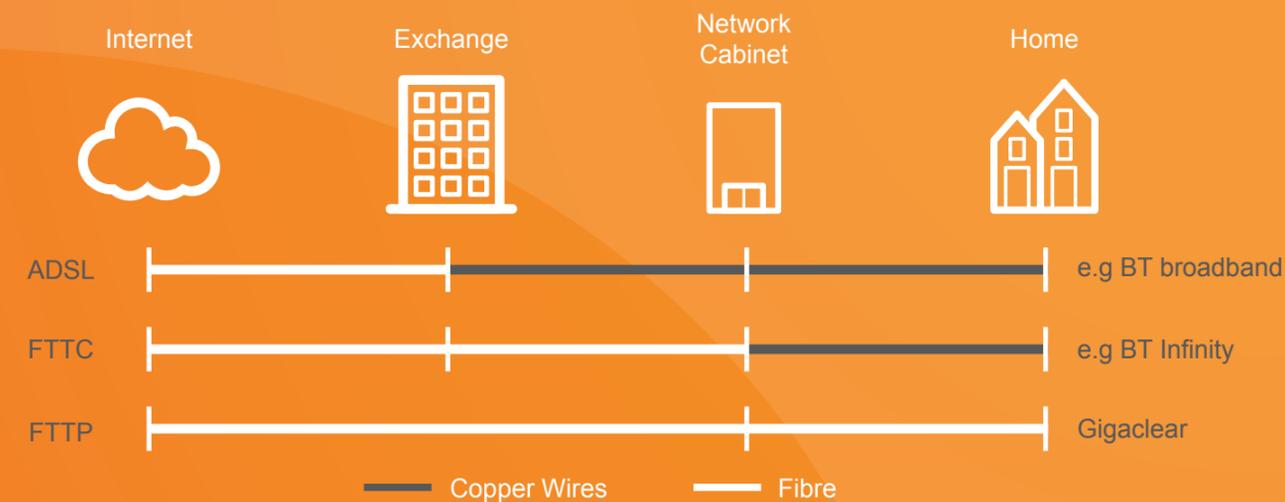
Fibre to your nearest cabinet, then copper to your home (e.g. BT Infinity)

An FTTC network can achieve speeds on average of up to **76Mbps**. Whilst the telephone exchange and cabinet are connected with fibre, your home is still linked to the cabinet with outdated phone wires. Which can create the same problems as an ADSL Service. This type of connection isn't designed for the high demands of new technology and services.

Gigaclear FTTP:

Pure fibre all the way to your home

Gigaclear's pure fibre broadband links your home directly to the network, so you can experience ultrafast broadband at speeds of up to **1000Mbps (1Gbps)** without interruption. You're not affected by how far your home is from the network cabinet and the connection is symmetric so you get the same upload and download speeds.



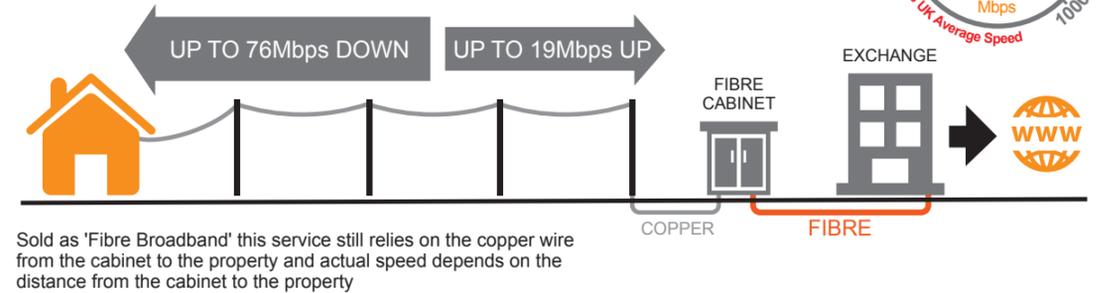
ADSL BROADBAND

Asymmetric digital subscriber line, copper wire from exchange to property



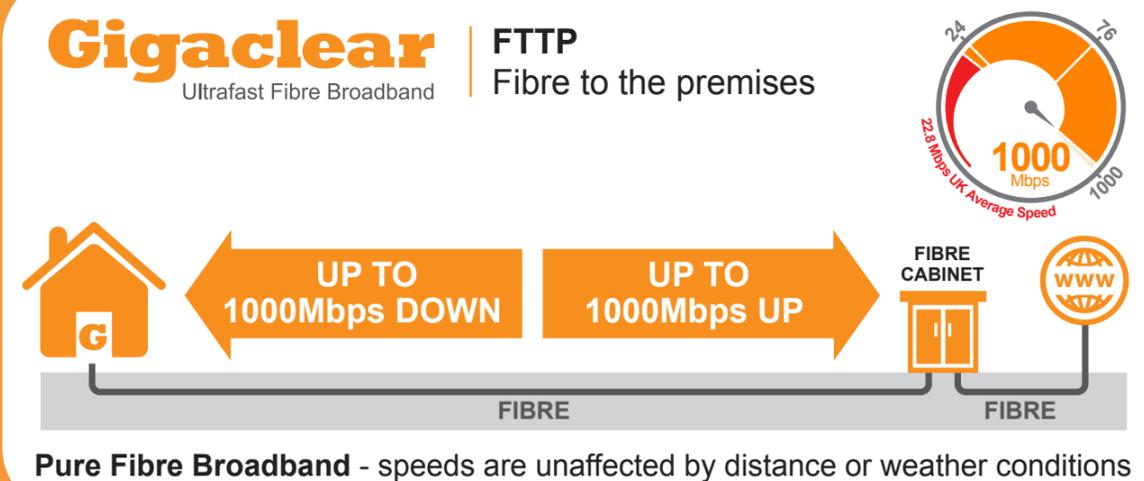
FTTC BROADBAND

Fibre to the cabinet, copper to property



Gigaclear Ultrafast Fibre Broadband

FTTP Fibre to the premises



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The Benefits of Ultrafast Broadband



Enjoy ultrafast entertainment

Stream HD films without buffering, download entire albums in a click, or play games without any lag over our network. With broadband speeds of up to 1000Mbps – experience the Internet like never before.



Stay connected

Enjoy uninterrupted video calls and instant messages from friends and family anywhere in the world. Just because you live in a rural location doesn't mean you have to be cut off from everywhere else.



Be even more social

Enjoy Facebook, Twitter, Instagram, Pinterest, LinkedIn and more in real time. With ultrafast broadband, you can share images, videos and messages in an instant.



Study easily

Make homework and revision easier for the whole family. With speeds of up to 1000Mbps (1Gbps) you can make the most of research sites, online materials and educational resources.



Add value to your property

Property experts, Rightmove, say that fast and reliable broadband is something potential buyers always look for – even above good transport links. Our pure fibre broadband adds this to your property.



Work smarter

With ultrafast broadband it's easy to link up with your office. You can instantly download or upload huge quantities of data without delay, while video calls are smooth and reliable.



Make cheaper phone calls

We can also connect you to our trusted broadband phone provider, Vonage. Keep the same landline number and the same telephones, without paying any line rental.



Get the admin done

From paying bills to passport applications – all sorts of admin and household jobs can be done online. Ultrafast broadband makes them quicker and less of a chore.



Prepare for future connectivity

From home heating apps to photo sharing – new connectivity apps are constantly being released, all of which put a greater demand on your broadband. Gigaclear ensures your home is ready for all future technology.

Getting you connected

We have two options available to our customers when it comes to installing our service.

Independent Installation

The independent installation option is available for customers who wish to connect their homes to the ultrafast fibre network, independently.

Once the network is ready, customers will receive their independent installation kit. The kit will contain everything you need, including detailed instructions for you to carry out the installation work. The independent installation is simple to do and free of charge*.

To read more about this option, please visit [Gigaclear.com/independent-installation](https://www.gigaclear.com/independent-installation).

Gigaclear Installation

If you choose this option your installation will be carried out by either one of our own Gigaclear installation teams, or by one of our trusted partners, who carry out installations on our behalf. All installers work to our agreed standards using our approved equipment.

Installation charges are calculated according to the distance from the connection point (pot) to the entry point of the cable in your property, and the type of ground the cable will be laid in. Bands A – C are fixed cost installations, B and D is for special projects which must have a bespoke survey and costing.

Please see below on fixed installation charges for residential products.

Band A	Band B	Band C	Band D
Distance between street fibre pot and router location is 10 metres or less.	Distance between street fibre pot and router location is over 10 metres but is no longer than 35 metres.	Distance between street fibre pot and router location is over 35 metres but is no longer than 100 metres.	Please see Band D criteria below
£129.99 incl. VAT for residential	£199.99 incl. VAT for residential	£299.99 incl. VAT for residential	Treated as a special project and quoted on an individual basis
Additional Services			
Internal white cable kit	£35.00	Post installation router relocation	£100.00
Internal cable run over 3m	£85.00	Site survey (comes free of charge for all special projects)	£60.00
<small>All prices include VAT</small>			

*Cable lengths above 75m+ are subject to a charge when placing an order.

About Gigaclear

Our pure fibre connections deliver the fastest broadband speeds straight to your property or business with a reliability that's second to none. We've already installed our network in 13 counties and 87 communities, and our aim is simple – to bring a new era of broadband to rural homes and businesses across the country.

Customer service like no other

Because our ultrafast broadband is so reliable, our service is rarely unavailable. We take pride in offering a fantastic level of customer service – our expert team has an approval rating of 90% and they're always on hand to answer any questions you might have.

 **01865 591131**

 **info@gigaclear.com**



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"We are delighted. This new service will be the envy of all and provide a major boost for the rural community."

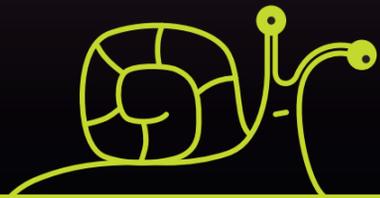
Mark Aveline,
Chedworth Broadband Champion

"Well done to all at Fastershire. We are all pinching ourselves in disbelief here in Compton, Chedworth and the Churn Valley."

Jack Holland,
on behalf of the residents of Compton Abdale

"The support for our public campaign demonstrates the need for this project and we are delighted that Guiting Power has been included in this new ultrafast broadband rollout. We await details of the timing of the project with great anticipation."

Dawn Rimmer,
Chair of Guiting Power Parish Council



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Find out more

Visit: www.fastershire.com/phase2

Email: info@fastershire.com

Twitter: [@Fastershire](https://twitter.com/Fastershire)

Facebook: www.facebook.com/fastershire

Youtube: www.youtube.com/Fastershire

