

THE BUILD BULLETIN

Updates for Northumberland

October 2023

ROTHBURY

Our team has been on-site completing civils along The Pinfold, Gravelly Bank, Tollgate Road, Craigside View, and Garleigh Road. This civils work ensures our fibre cables have a safe place to live within Rothbury's existing underground infrastructure. Thank you for your patience as we work as quickly and quietly as possible.

In the second and third weeks of November, we will install the fibre throughout these streets. Once this is spliced and tested, we will be able to make the network live for more homes in sectors 2 and 3!

Home and business connections

Our installations team have been enjoying connecting homes and businesses throughout Rothbury. Did you know all standard home and business connections are fully funded? We're pleased that our newly connected Rothbury customers have been making full use of everything full fibre has to offer, with one resident saying...

"FACTCO have had significant problems with their project in Rothbury, Northumberland which has given them some delays. But now their network is up and running and we are connected, everything seems to be working fine. Their support team are extremely helpful and really understand what is needed when one has a technical query.

Their installation team were friendly and helpful and did a very professional job. The other members of their team with whom I have interacted have all been efficient and helpful. Their pricing is attractive. So, in summary, I am pleased that I now have fast fibre broadband with them. It is good that they have been able to take advantage of the Government's rural broadband grant scheme to help residents in this part of Northumberland."

Read more reviews on [Trustpilot](#).

To see if your property is ready for connection, [please check this list](#). If you're interested in broadband built for the future, please get in touch with our sales team on 0333 305 7560 to discuss our latest promotion.

Final stages

The remaining works are reliant on a few obstacles which are currently out of our control. This includes a few wayleave negotiations and permit restrictions. We remain committed to completing the site as quickly as possible without compromising on quality. At this stage we hope all works will be completed in December.

STOCKSFIELD

For an update on Stocksfield's network please call Gary on 0783 4553 548 or email gary.spooner@factco.co.uk.

