

THE BUILD BULLETIN

Updates for Durham

September 2023

BOLAM

Thank you for your patience. Despite the build being completed in every other aspect, Bolam's extremely rural location is proving far more difficult than expected to connect the leased line.

This has unfortunately meant we have not been able to get the network live. Please know we are committed to getting you connected and presently we are working on a solution which would see us connecting to a fibre network close to the A68 (near either Hummerbeck Lane or Bildershaw). You may have seen our engineers surveying the route between the existing cabinet and the proposed new cabinet this week. As this stretch spans roughly 2500m we expect this to take 2-3 weeks.

The order for the new leased line is now in the survey stage of Openreach's system. We expect this to progress to the next stage within 10 working days.

We are currently updating residents every two weeks on our progress via email. If you'd like to be added to this list, please email hello@factco.co.uk.

BOLDRON

Since last the last bulletin, our leased line provider proposed a new start date to complete the civils work needed before the line is installed. We've since accepted this date and requested a permit to be raised. At this stage, we're hoping for these works to be successfully completed over 5 nights at the end of October.

We appreciate the disappointment this delay may cause and thank you for your continued support. Please know our team are working as hard as possible to get your community's network connected. Please stay tuned for another update next month.



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