

# THE BUILD BULLETIN

## Updates for the North West

September 2023

### ***CROWTON, KINGSLEY, AND NORLEY***

In September we continued to put the finishing touches on sector 1, with 93% of the sector now built and tested. In the coming days, this area will be ready for service. Unfortunately, this month a small altercation between a fallen tree branch and some new cables has caused a small delay. However, we still expect the [380 properties on this list to be live shortly!](#) Thank you for your patience as we complete these important checks. You can expect a call this month to schedule your installation.

Throughout September, testing also continued throughout [sectors 2 and 5](#). Properties in these sectors can expect home connections in the weeks following those on the above list.

Our team is working hard to blow fibre from your project's cabinet all the way to sector 3! This is what we refer to as sector 3's feeder route. Unfortunately, we've come across some unexpected challenges making this progression harder than we first envisioned. However, we now have a proposed solution which will be executed at the start of November along Mill Lane. Following this, we will begin to splice and test the new cables in preparation for sector 3 home connections.

You may also have seen a handful of new poles pop-up on Marsh Lane! This important part of [our distribution route](#) will help to us to connect properties in the area.

#### **Community event recap**

Since July, we have held two community events, one in Norley and the other in Kingsley. We again thank those who took the time to come and speak with us. It proved a great opportunity to further our understanding of your community. Anyone who raised a query on the night will now have received a reply.

### **October planned activities**

Throughout October, we will continue to install some of the final telegraph poles needed to complete your network. At this stage we predict there will be about 35 more across all four sectors. Our build team will be working hard to get as many residents ready for service as possible.

We're glad to be receiving positive feedback from those already enjoying full fibre and look forward to connecting more homes and businesses this month. If you're yet to sign a contract, call a member of our sales team on 0333 305 7560 to hear about our latest promotion!

### **The final stages**

More properties will be made live each week, with a large majority of the build forecasted to be completed by the start of November. However, the completion of the network is dependent on some critical pieces of civil engineering work which are subject to a three-month notice order.

These works are scheduled for December, after which we will complete the network. Thank you for your patience as we work hard to complete the network in an efficient manner, without compromising on quality.

### **HALE VILLAGE**

#### **The network build is now complete! 🎉**

In September, the work mentioned last month progressed without a hitch. We installed five poles along Ramsbrooke Lane then finished the overhead cabling, splicing, and testing required to connect this section of the network. We then completed the final touches on Church Road in the first week of October.

We're pleased to announce Hale Village's full fibre network build is 100% complete. More than 800 homes and businesses across the village now have access to ultrafast, ultra-reliable broadband.

Thank you for your ongoing cooperation and support as we worked to future proof Hale Village with the latest internet technology, full fibre broadband.

If you're yet to sign up - it's not too late. We look forward to connecting more homes and businesses now and into the future. To hear more about how full fibre broadband will upgrade your property please call our team on 0333 305 7560.

