

During these unprecedented times I'm contacting parish councils where we've still got some activities underway to complete our full fibre broadband connections.

Our main cabinet serving our Staddiscombe and Brixton build area is now live and the majority of the work is now complete. Our Telesales team will be starting to contact anyone that's registered an interest in taking our service. We still have some of our operatives working in your area finishing the network and installing and testing fibre-optic cables and they are instructed to be extremely mindful of the COVID-19 situation.

The Government has designated telecoms operatives as 'Key Workers' and our site teams have been instructed to observe physical distancing guidelines where practical, (as advised by the Department for Digital, Culture, Media and Sport), but may need to carry out certain activities and operations where this may not always be possible in order to continue to provide this vital service without disruption.

We will adhere to government advice by continuing our work to provide connected communities. More information can be found on our website: [www.gigaclear.com/news/coronavirus](http://www.gigaclear.com/news/coronavirus)

You may also be interested to see the Department for Digital, Culture, Media and Sport press release which was issued on 29<sup>th</sup> March 2020 and mentions the Government's agreed measures with telecoms companies to support communities during this pandemic:

[www.gov.uk/government/news/government-agrees-measures-with-telecoms-companies-to-support-vulnerable-consumers-through-covid-19](http://www.gov.uk/government/news/government-agrees-measures-with-telecoms-companies-to-support-vulnerable-consumers-through-covid-19)

If residents would like to get in touch with us, please ask them to contact our dedicated Network Build Care team on the details below:

**Email:** [networkbuildcare@gigaclear.com](mailto:networkbuildcare@gigaclear.com)

**Phone:** 01865 591137

If you have any questions or if there is anything I can help with, please let me know.

Kind regards

Richard

**Richard Olive** | Community Engagement Manager

M 07815 500441 W [gigaclear.com](http://gigaclear.com)

Gigaclear Ltd | Building One | Wyndyke Furlong | Abingdon | Oxon | OX14 1UQ

**Gigaclear**<sup>®</sup>