

## Dear Essex Parish/Town Councils and Broadband Champions,

We wrote to you earlier in the year to tell you about work planned to provide ultrafast broadband in your community by full fibre network operator Gigaclear as part of the Superfast Essex programme co-ordinated by Essex County Council. We wanted to update you on the delivery progress and make you aware that the overall delivery timescale has changed. We wanted to inform you so you are able to update your community.

The work in your community is part of Phase 3 which is being completed in two 'Lots'.

- Phase 3 – Lot 1 in Uttlesford District is expected to serve 4,600 premises.
- Phase 3 – Lot 2 in Central North (parts of Braintree District, Chelmsford City and Colchester Borough) is expected to serve 3,700 premises.

It has taken Gigaclear longer than expected to complete then validate the overall network design ready for the build to start in both Lots but work is underway and progressing now with the first three cabinet areas in each Lot now being built. These are Lot 1: Birchanger, Stansted Mountfitchet and Gaunts End; and Lot 2: Cornish Hall End, Great Saling and Ridgewell.

However, Gigaclear has confirmed it now forecasts a longer overall delivery timescale for the complete build across Essex.

All work was scheduled for completion by the end of December 2019 and will now complete by the end of July 2020. The new estimated cabinet area completion dates are listed in the attached table and will be updated on the Superfast Essex website and applied to the interactive map on Thursday 22<sup>nd</sup> November 2018.

Superfast Essex understands Gigaclear's commercial rollout in the same cabinet areas will also be impacted by the timescale changes. Gigaclear will be contacting residents and businesses in the Superfast Essex and commercial rollouts directly later this week.

Superfast Essex and Gigaclear would like to apologise for the longer overall delivery timescale in the network build and the inconvenience this causes in your community. We regret having to share this news as we appreciate everyone is eager for faster broadband speeds to be rolled out. We can assure you Gigaclear is fully committed to making this happen and Superfast Essex has had senior level discussions with Gigaclear to ensure the new timescales are robust and realistic. Superfast Essex will continue to closely monitor progress.

In order to tackle the most complex parts of the rollout as soon as possible, Gigaclear will build the main 'trunk' of the network along the fibre routes leading to each cabinet location first, and return to complete the smaller routes later, which will also allow more time to resolve any local wayleave issues.

The cabinet end dates reflect when the entire cabinet area is expected to be complete, however with the deployment approach outlined above, many premises will be able to access a service earlier as they will become live gradually as the network build in the area progresses.

Gigaclear is building an entirely new full fibre network which in itself is complex - both in terms of negotiating permissions with third parties to physically dig up roads and laying new fibre cables. Other external factors which impact on how swiftly the work can take place includes negotiations around accessing private land to dig and agreeing arrangements for local road closures.

Notwithstanding the above factors, Gigaclear is growing at a rapid pace and there has been a lag in scaling its business processes, resulting in some network rollouts taking longer than anticipated.

Gigaclear has recognised the need to commit more resources to the project and is doubling the size of its Essex team, including the addition of dedicated local community liaison officer, and is also establishing an Essex-based office.

While we fully accept the disappointment and frustration the timescale change will cause, Superfast Essex is confident that this will be outweighed by the satisfaction that the quality of the new fibre network will provide when it arrives, and the fact that the ultrafast network will be future proofed for years to come.

The technology being deployed is Fibre-to-the-Premises (FTTP) meaning fibre-optic cables run right to the edge of each home or business property, providing ultrafast speeds of up to 1Gbps with a minimum speed of 50 Mbps. This is an alternative to Fibre-to-the-Cabinet (FTTC) which has been the predominant technology used to date across the rest of the Superfast Essex programme, and which uses fibre-optic cables up to the street cabinet and then uses copper wires to connect to the property.

The Superfast Essex interactive map ([www.superfastessex.org/maps](http://www.superfastessex.org/maps)) and website ([www.superfastessex.org/gigaclear](http://www.superfastessex.org/gigaclear)) are being updated to reflect the changes in delivery timescales tomorrow (Thursday 22<sup>nd</sup> November). The Gigaclear website and postcode checker ([www.gigaclear.net/superfastessex](http://www.gigaclear.net/superfastessex)), and rollout schedule page ([www.gigaclear.net/superfast-essex-rollout-schedule](http://www.gigaclear.net/superfast-essex-rollout-schedule)) are also due to be updated.

Superfast Essex will also include an update on the timescale changes in the Gigaclear deployment in its Quarterly Programme Update due to be issued by the end of this week.

If you have any concerns or queries, please do not hesitate to contact Superfast Essex at [www.superfastessex.org/contactus](http://www.superfastessex.org/contactus) or by replying to this email.

Kind regards  
Lucy

Lucy Dickinson  
Superfast Essex Communications Manager



Essex County Council  
Visit: [www.superfastessex.org](http://www.superfastessex.org) | [www.essex.gov.uk](http://www.essex.gov.uk)

New Gigaclear timescales - updated November 2018		
All work is due to complete between now and July 2020. Earlier estimated completion date is shown in table below.		
Community Cabinet Area	Phase 3 Lot	Expected Completion Date
Ashdon (East)	1	Feb 2019 to Jul 2019
Birchanger (East)	1	By Jul 2019
Bran End (East)	1	Feb 2020 to Jul 2020
Debden Green (East)	1	Jan 2019 to Jul 2019
Duton Hill (East)	1	Feb 2020 to Jul 2020
Gaunts End (East)	1	By Jul 2019
Great Canfield (East)	1	Sep 2019 to Feb 2020
Great Easton (East)	1	Jul 2019 to Dec 2019
Great Hallingbury (East)	1	Jul 2019 to Dec 2019
Hatfield Heath (East)	1	Jul 2019 to Dec 2019
Howlett End (East)	1	Feb 2019 to Jul 2019
Little Bardfield (East)	1	Jan 2019 to Jul 2019
Little Canfield (East)	1	Sep 2019 to Feb 2020
Little Chesterford (East)	1	Feb 2019 to Jul 2019
Little Dunmow (East)	1	Feb 2020 to Jul 2020
Little Walden (East)	1	Feb 2019 to Jul 2019
Molehill Green (East)	1	Jul 2019 to Dec 2019
Roundbush Green (East)	1	Sep 2019 to Feb 2020
Stansted Mountfitchet (East)	1	Jan 2019 to Jul 2019
Stebbing (East)	1	Feb 2020 to Jul 2020
Takeley Street (East)	1	Jul 2019 to Dec 2019
Wendens Ambo (East)	1	Feb 2019 to Jul 2019
Widdington (East)	1	Jan 2019 to Jul 2019
Bocking West (East)	2	Feb 2019 to Jul 2019
Colne Engaine (East)	2	Oct 2019 to Mar 2020
Cornish Hall End (East)	2	By Mar 2019
Dedham Heath (East)	2	Jul 2019 to Dec 2019
Gosfield (East)	2	May 2019 to Oct 2019
Great Henny (East)	2	Apr 2019 to Sep 2019
Great Horkesley (East)	2	Jul 2019 to Dec 2019
Great Notley East (East)	2	Feb 2019 to Jul 2019
Great Saling (East)	2	By Mar 2019
High Garrett (East)	2	May 2019 to Oct 2019
Langham Moor (East)	2	Jul 2019 to Dec 2019
Mount Bures (East)	2	Apr 2019 to Sep 2019
Panfield (East)	2	Feb 2019 to Jul 2019
Ridgewell (East)	2	Nov 2018 to May 2019
Row Green (East)	2	Feb 2020 to Jun 2020
Sible Hedingham (East)	2	May 2019 to Oct 2019
Terling (East)	2	Feb 2020 to Jun 2020
White Ash Green (East)	2	Oct 2019 to Mar 2020
White Colne (East)	2	Feb 2020 to Jun 2020