

**John Henry
Group**

CityFibre

To the Owner/Occupier,

Gigabit-speed broadband is coming to your street

CityFibre, in partnership with Vodafone, is bringing gigabit-speed internet connectivity to the doorstep of almost every home and business in Cambridge through the expansion of its state-of-the-art full fibre network.

We are making contact to advise you that our teams will soon be installing the network in your street. This activity will involve some construction outside your home, but you will be able to access your property throughout the build.

The works will be carried out by our construction partner John Henry Group and are scheduled to start in your area within the next seven days, please avoid parking on the pavement during construction.

Our team's working hours have been agreed with the local council in each area of the city. Some of our working hours may fall on evenings or weekends, but no loud works will be started until after 8am. The works usually take no longer than a couple of days outside each home.

You can get in contact by calling us on **0800 083 6160** or by speaking to a site supervisor wearing an orange hi-vis jacket and a white hat.

Getting connected

Vodafone will be in touch with you once your home is ready to be connected. In the meantime, you can see the Vodafone Gigafast Full Fibre Broadband packages and register your interest at **vodafone.co.uk/Gigafast/register** or text **'Discover more' to 68006**.

We hope you are as excited as we are about the benefits of this revolutionary network.

Yours faithfully,
CityFibre Operations Team

**GIGABIT
CITY
CAMBRIDGE**

Explore our interactive Gigabit City map!

Find out more about what the Gigabit City Cambridge project will mean for you and how you can connect at cityfibre.com/gigabit-cities



What you can expect as we build our full fibre network

Frequently asked questions

What are you doing?

CityFibre is building a state-of-the-art full fibre network in Cambridge. We are using a range of construction methods across the city in order to connect each area as quickly as possible, while managing disruption. Our full fibre infrastructure will allow residents and businesses to connect to gigabit-capable broadband in the very near future.

Who will be building the network?

The CityFibre operations team, with our construction partner John Henry Group, will be undertaking the infrastructure rollout in Cambridge.

Will you leave my street the same way you found it?

In some areas we will need to undertake excavation work in the road or the pavement. Where we do this, we will reinstate it as close to the original surface as possible by relaying existing paving slabs or covering with new tarmac, which will blend into the existing pavement over time.

Have you got permission to install new street furniture?

CityFibre work closely with the local authority to ensure placement of any street cabinets or utility poles are approved before work is undertaken.

How long will it take?

Construction will usually take around two days to complete outside your home, or up to two weeks in your street. Sometimes this may take a little longer depending on the complexity of the work.

Will it be messy?

There may be some debris on the ground after construction work, particularly if the weather is poor. However, we will do a full clean once construction in the area is complete.

Do I need to move my vehicle?

You may be asked to temporarily move your vehicle to enable us to install the network in your area.

What are your working hours?

Our team's working hours have been agreed with the local authority in each area of the city. Some of our working hours may fall on evenings or weekends, but no loud works will be started until after 8am.

Will you block off access to my road?

In most cases we will not block off access to your road, although there may be brief periods when we need to in order to maintain a safe construction site. Teams working on site will always do their best to accommodate residents and you will always be able to access your property.

Will I be able to get in and out of my property during construction?

In some areas we may need to undertake construction work in front of driveway entrances, any ongoing work can be covered to allow you to cross safely. Please ask the team on-site if you need access to or from your property while work is ongoing.

Do you need access to my property?

We are bringing the network to your street but we do not need access to your property at this stage of the build. This will only be required if you choose to take a service at a later date.

Where do I go if I have a query or issue?

If you have any questions or encounter any issues during construction, please call 0800 083 6160 or speak with a site supervisor wearing an orange hi-vis jacket and a white hat.

More questions?

Call us on 0800 083 6160 or speak to a site supervisor wearing an orange hi-vis jacket and a white hat.

Get connected

For more information about broadband packages, visit vodafone.co.uk/Gigafast/register or text 'Discover more' to 68006

Find out more

Discover more about the Gigabit City project at cityfibre.com/gigabit-cities or follow @CityFibre on Facebook and Twitter.