

# **City Fibre**

## **Frequently Asked Questions**

### **Who are CityFibre?**

CityFibre is the UK's leading alternative provider of wholesale full fibre network infrastructure. Full fibre connectivity is revered for its gigabit speeds, near unlimited bandwidth and consistent reliability.

### **What are the benefits of Fibre?**

More reliable full fibre connectivity will;

- Install future proof-technology, investing now for the next 50 years!
- Huge capacity to allow all devices in a home to connect seamlessly and without compromise
- Enabling consumers to have access to more fibre-broadband providers
- Providing a new level of service with high-speed connectivity for download and upload – ensuring the video conferencing service work to their best capability.
- Providing faster, more reliable and secure technology for home working
- Ensure residents can access new smart home technologies
- Make homes more attractive to tenants and buyers, even increasing the value of properties.

### **What are CityFibre doing?**

CityFibre are building a brand-new full fibre network in your area so that residents can access gigabit-speed broadband services through their partners. This is new infrastructure, not upgrading existing BT or Virgin Media networks and it's the first time CityFibre is building in the town.

### **Who is building the network?**

CityFibre is a new wholesale fibre network builder, it is the third National telecommunications network provider in the UK and as a statutory undertaker has the powers and responsibilities for doing so. The CityFibre operations team, with their construction partner MAP Group, are building the full-fibre network in your area.

### **Will I be informed before work starts in my area?**

CityFibre will let you know before starting construction in your area. Their street team will undertake door knocking, as well as distribute leaflets detailing our programme of work, to let you know all about the project. This will happen a few weeks before construction starts, if we

miss you or our leaflet gets lost, don't worry a further notice letter with full details will be posted to you one week before work is due to start in your street.

### **What work will take place on my street?**

In order to connect a street, CityFibre will need to undertake construction work to install the ducts and cables to each property frontage. This will require the existing footway to be excavated to lay new apparatus, which generally takes a couple of days. In certain circumstances the works may also include the construction of telecommunications cabinets both under the ground and in the street, and on occasion a road closure may be required to allow the cables to be installed across the carriageway.

Along with the installation of the advanced signage, no waiting cones may be installed to allow the works to proceed in a safe manner. These cones have legal status and are placed to ensure that the works can proceed safely. Any vehicles found to be parked within the coned areas may be moved at the owner's expense. If, and when, any issues are encountered, any defective areas will be highlighted, and remedial works undertaken.

### **How long will it take?**

Construction can take anywhere from two days up to two weeks to complete in your street. Sometimes this may take a little longer depending on the complexity of the work.

### **Will CityFibre leave my street as they found it?**

CityFibre will leave your street as close to the original surface as possible by relaying paving slabs or covering with new tarmac, which will blend into the existing pavement over time.

### **Will it be messy?**

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

### **Do I need to move my vehicle?**

You may be asked to temporarily move your vehicle so that they can install the network.

### **Will I be able to get in and out of my home during construction?**

Sometimes CityFibre may need to build past the entrance of your home, but any ongoing work can be covered to allow you and your vehicle to cross safely. Please ask the local project supervisor (yellow vest) on-site if you need access to or from your property while work is ongoing.

## **Do you need access to my property?**

CityFibre 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 later.

## **Service Strips**

**What is a service strip?** A service strip is an area of land between the road and your property boundary that allows utility companies to serve your property. A service strip could be a grass verge, tarmac, concrete and/or block paving.

Service strips are owned by the local Highways Authority but are sometimes maintained by home owners and look like part of their garden, many homeowners don't even know they might have a service strip, but it is crucial for utility businesses to help provide services to your home.

**What will CityFibre do with the service strip outside my home?** CityFibre's construction team will dig a narrow trench in the service strip to hold the protective pipes through which our fibre cables will run. As CityFibre pass each property, they will also install a small connection box near to the property in the service strip – about the size of a mobile phone.

**Do they reinstate after works have been done?** It is not a legal requirement for utility companies to reinstate the service strips to the same standard as they found it. However, where possible CityFibre will reinstate with the same material, by either relaying the existing paving slabs or covering with tarmac to match the rest of the pavement. If your service strip has plants we will be unable to replant them so would recommend you remove them before we arrive onsite in the next 2-5 working days

## **Further questions or complaints**

If you have any further questions about CityFibre installing equipment please contact CityFibre directly, information on how to contact CityFibre can be found [here](#).

## **How can I find out what utility companies are in my street?**

If CityFibre are carrying out work in your street there will be signs up and work permit numbers shown. You can also visit [Live traffic and works map - Streetworks](#) to see if any other works are happening in your area and who the work is been carried out by.