

GIGACLEAR

Notes on the Gigaclear Ultrafast Broadband presentation 27th January 2015:

Joe Frost and Michael Richardson (Regional Sales Manager) from Gigaclear presented to the packed Wheel & Compass pub in Weston-by-Welland.

They explained that our Dingley area, including Sutton Lane, now forms part of a new Northants phase of their Welland Valley project (550 homes). Every property passed by a cable, actual route yet to be planned, will get a connection point at the property boundary for immediate or future use:

- Multiple occupancy units like the Dingley Hall apartments could get a multiple cable lockable box on the wall depending on layout.
- Access to properties on private land like Church Lane will have to be negotiated with the landowner as necessary.
- There is also the facility for landlords to get Gigaclear installed and for their tenants to pay for use of it on a 6 monthly contract.

The Gigaclear cable has a predicted life of 50 years and as technology improves the equipment can be changed to increase speeds as the cable is capable of up to 10 Gbps. The optical fibre is all underground and not weather dependant, in fact it doesn't matter if the connection points flood.

Packages are on 15 Month contracts:

- 50 Mbps (standard) @ £38.80 per month.
- 100 Mbps @ £44 per month.
- 200 Mbps @ £51 per month.
- 1 Gbps (1,000 Mbps) @ £72 per month.

Plus there is a one off £100 connection fee for all packages. Standard installation with up to an 18m cable is £95. Difficult or longer cable installation may cost more. Boxcom is the contractor they use but you can use anyone handy or if you do it yourself it is free; they'll send you the router and cable etc. in the post.

Upload and download speeds are the same. The network runs at a nominal 1 Gbps (1,000 Mbps), the package chosen determines the speed you get; upgrades are available for as little as £5 for 48 hours. All orders and changes can be done online.

Telephone packages are available:

These use the internet to make and receive calls. Vonage VOIP is £7 a month per line on a monthly rolling contract. Other VOIP services are available at less cost but with fewer call features. Vonage gives you unlimited free calls to UK landlines and 20 features like caller ID etc. You can in most cases keep your old number but make sure you follow the changeover process that Gigaclear tells you otherwise you could lose it. Or of course you could just keep your basic existing phone line for calls only but you would be spending more money.

Netflix is so popular on their system that they have installed a direct feed from Netflix to Gigaclear to cater for the demand. Smart TV's are the most popular items that people buy after upgrading to Gigaclear.

If you are currently locked into a broadband contract then Gigaclear will allow you to order now but not have the install until your contract expires with the other provider. Note that Gigaclear do not provide email services and so you will either need to keep your existing free service like BT, Sky, Yahoo, Gmail etc. or set up a new one as some ISPs like Talk-Talk do not allow you to use their email service with another ISP.

Gigaclear are aiming to be a wholesale fibre network and not an ISP and so soon it will be hopefully possible to have a different ISP service on the Gigaclear cable as long as you have it installed.

Gigaclear are taking orders online now for Dingley:

There is no money to pay upfront, you only pay when your service is running. There is a very special offer applicable to the first 30% (165 homes in the project) that sign up as this figure is required for go live; you will get 100 Mbps for the price of 50 Mbps for the first 12 months.

Things to do when you have decided to sign up:

1. Tell Gigaclear about your existing phone and broadband contract expiry dates.
2. Plan email migration by setting up new accounts if necessary.
3. Watch out for communications from Gigaclear about the go live date.
4. Book your installation if required.
5. Order an internet phone service like Vonage to start on the install date.
6. Organise porting of your old number for after the install date.

Contact Gigaclear:

Gigaclear are OFCOM regulated and have full Terms and Conditions including a price guarantee on their website. They are in Abingdon, Oxfordshire, www.gigaclear.com/order or call on 01865 591111.

Simon

Please join the Dingley mailing list by emailing edwards.dingley@gmail.com if you have not already done so, please state if you do not also want to be on the Neighbourhood Watch email list.