

Gigaclear[®]

Gigaclear Ltd
Building One,
Wyndyke Furlong,
Abingdon Business Park,
Oxfordshire
OX14 1UQ

Reg No 7476617

networkbuildcare@gigaclear.com
01865 591 137

31 March 2020

Dear Resident,

I am writing to update you on our operations during this unprecedented global issue. Following Government advice, all teams that are able to work remotely are doing so. This includes our Customer Support and Network Build Care teams who are normally based in our head office in Abingdon. They are still working but the high volume of calls and emails currently, combined with remote working is increasing our response time. So, if you have tried to call or email us, please bear with us and we will respond as quickly as possible.

As I write to you, our intention is to carry on with our activities maintaining, building and installing new customers on our network. Gigaclear provides essential internet access services to communities across rural Britain. The Government's 'Key Worker' policy includes utilities and those in the telecoms sector, among others. However, as you will appreciate the situation and guidance changes and we will follow Government advice. The latest updates will be posted on the news pages of our website, **gigaclear.com**, under the Operational Update.

Never has connectivity been more important for the communities we have built to and those we are still working to reach. Following guidance to take additional precautions and physical distancing, Gigaclear field-based employees and our contractor partners are continuing work in communities where it is safe to do so. This is to ensure we are able to extend our network to communities who rely on our infrastructure and service to keep them connected, so that they can work effectively from home, access key public services online and continue to educate their children during school closures.

Site teams have been instructed to observe physical distancing guidelines where practical, as advised by the Department for Digital, Culture, Media and Sport (DCMS) but may need to carry out certain activities and operations where this may not always be possible, in order to continue providing this vital service without disruption.

To report any issues or if you have concerns about teams working in your area, please contact our Network Build Care team on **01865 591 137** or via email at **networkbuildcare@gigaclear.com**.

Yours sincerely,

Gareth Williams



Chief Executive Officer