

PROJECT UPDATE FOR ABBERTON & LANGENHOE...

County Broadband
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Letter Ref: CBL-JCO [REDACTED]

22nd July 2021

HELLO...

We'd just like to let you know the good news that construction works to bring County Broadband REAL FIBRE™ broadband to your village will be completed by the end of this month.

If you have not yet received a connection call from our customer services team, we will be in touch very shortly to book your appointments.

When it comes to connecting our customers to our network, a member of our design team will complete a visual survey of your property and send over a connection document outlining a proposal of how we'll connect your property back to our network and provide you with full-fibre broadband.

As we have detailed in previous communications to you, connection could either be with an overhead cable or from an underground connection point – called a 'Toby Box'.

A member of our customer services team will be on-hand when we contact you, to answer questions about our connection document and will be able to explain in more detail about the process.

As you have pre-ordered a service with us, you will be entitled to a free connection – **a standard installation valued at up to £225**. You can view the terms and conditions relating to what a free connection means by visiting www.countybroadband.co.uk/terms and viewing our free connection service terms.

(continued overleaf)





GET REAL[™]
FIBRE

If you have any immediate questions relating to your connection, please give our customer services team a call on **01376 562002** or email **service@countybroadband.co.uk**.

Thanks once again for supporting our community broadband project to bring County Broadband REAL FIBRE[™] services to your village.

We're looking forward to connecting you.

Kind regards,
The County Broadband REAL FIBRE[™] team

/HAVE A QUESTION ABOUT OUR WORKS?

CALL US:
01376 562002

EMAIL US:
service@countybroadband.co.uk

FIND US:
www.countybroadband.co.uk

WHY ARE WE SENDING YOU THIS COMMUNICATION?

The intention of this communication is to provide a project update relating to the delivery of a new Hyperfast fibre broadband network in your village. Communication in relation to engineering works locally to you is important. This communication has been prepared with the objective of providing the latest update available in relation to any engineering or project works near you, including; surveys, civil engineering works, road closures, overhead cabling works or design works. Please retain this communication as it may contain important information relating to advanced warnings of works commencing in your community, information links to road closures, or other helpful advice relating to the project and its undertaking.