

# THE BUILD BULLETIN

## Updates for the North West

August 2023

### ***CROWTON, KINGSLEY, AND NORLEY***

#### **Connections have begun!**

In August, we connected our first customer to your new full fibre network! Feedback on the installation, speeds and service has been extremely positive. We're excited to continue booking in more and more connections for September.

If your property is not yet ready for service, thank you for bearing with us! The next area to go live will include 380 properties in Kingsley! We've made a separate list detailing the properties which are live, or about to come live ([See here](#)).

#### **August achievements**

Above and beyond the everyday tasks, we were proud to complete the following achievements in August!

- Testing has continued throughout sectors 1, 2 and 5 with 90% of sector 1 almost ready to go-live! We've forecasted most residents in sector 1 to be ready for connection by mid-September.
- We were also able to tick off a major part of the build nearby Hurst. We had to close the road for a few weeks to safely carry out these essential works, so thank you to everyone for bearing with us whilst we got this completed.

#### **Community event recap**

On 3 July we held a community event in Norley and on 23 August we did the same in Kingsley. Thank you to those who attended, it was a great opportunity to meet with you, discuss the build, and go through the network designs. Anyone who raised a query on the night can expect a reply from our team if we were unable to answer on the day.

If you have not heard back from us yet, please be assured we are looking into the points raised and will be in touch in the coming fortnight. We appreciate your patience as we work through them! If you were not able to attend and have questions, please feel free to send them to [hello@factco.co.uk](mailto:hello@factco.co.uk).



### **September planned activities**

- This month, new telegraph poles will continue to be installed in areas not under review. You will see a statutory notice in place where we intend to install the new poles. Thank you for your ongoing cooperation, as the quicker they are installed, the sooner we can offer home installations.
- September will be all about home connections! We can't wait to continue futureproofing your community. If you're yet to sign a broadband contract, there's never been a better time to do it.
- We are planning to install the feeder route into sector 3. This means the main cable, essentially the 'spine' of the network, will be installed from the cabinet into sector 3. We will be able to build and test the distribution side of the network thereafter, which enables us to connect to your property!

### HALE VILLAGE

#### More properties ready for connection!

In August, we went from 276 properties ready for connection to 677 properties! With these properties live, a large majority of Hale Village is complete and ready for connection!

There are a few dependencies delaying us getting the remaining 123 properties live, but we're forecasting the network to be complete by week commencing 11 September!

Want to read a first-hand account of full fibre installation and FACTCO service from someone in Hale Village? Catch up [here](#).

#### August achievements

- A lot of work took place in August in order to liven up additional properties. This included mounting nodes, splicing fibres and running many tests!
- Unfortunately, this month some of our infrastructure was vandalised. Residents waiting for connections in the affected area were notified about the incident and the delays it had caused. Fortunately, this issue has now been resolved and we're happy to report that the network damage was not located within a critical part of the network, and as such, only caused a two-week delay.

#### September planned activities:

- All outstanding works are due to be completed on by the end of September! This includes installing the last five planned poles, finalising the overhead cabling, and then testing. The poles will be installed on Ramsbrook Lane and affect the connection of some residents on Hoghton Tower Court and Ramsbrook Lane. Residents in the area have been sent a letter about the installation and details of the traffic management that is required.
- We are excited to be nearing the finish line at Hale Village and hope to have all properties ready for connection by the end of September. Watch this space!
- If you're yet to sign a contract, get in touch now as home connections can be offered throughout September! (Call our friendly team on 0333 305 7560).

