

THE BUILD BULLETIN

Updates for York

August 2023

ELVINGTON

Elvington build is now complete! The final parts of the network near Elvington's Airfield have now been built and tested! If you have a contract and reside within this area, standby as our team will be in touch shortly to arrange your installation appointment.

ESCRICK

Thank you for bearing with us as our teams have completed projects nearby. We appreciate your patience. We're happy to announce our team will be back on-site to complete your full fibre network in October.

The build should only take only a matter of weeks to complete, and thereafter we will offer home connections. In the next bulletin we will include a forecast for when this will be.

Before we're back on site, we will be looking to host a forum to discuss our plans with the local community. When we've got more details locked in, we will email an invitation to those who've expressed interest. Please email hello@factco.co.uk to be added to this list.

WHELDRAKE

Work on Broad Highway is due to be completed by the end of September! In the coming weeks, our team will be finalising the overhead cabling on the new poles and getting the fibre ready to go live. Thank you to everyone affected by this delay for your patience! If you have a signed contract, sit tight! Someone from our home installation team will be in touch to book an appointment shortly.

Unfortunately, we have still been unable to obtain a wayleave necessary to connect properties on Back Lane South. If anyone would like to discuss this with someone from the team, please reach out to hello@factco.co.uk or call 0333 305 7560.



STOCKTON ON THE FOREST

August achievements

August has been a busy month of testing! Fibre testing refers to the process of validating the integrity of our newly installed fibre optic network. We use specialised equipment to interrogate the key components such as a fusion-splice or mated pair of connectors. We measure losses through these events using three different wavelengths of light to industry defined parameters.

In essence, this thorough testing process helps us to determine the quality of our network. Testing is the final stage of the build before the network is ready for service!

Cabinet and leased line status

We can confirm the specialist electrician visited in August, as mentioned in the last bulletin. The works were successfully completed which has enabled us to progress with the leased line installation.

However, your cabinet has not yet been connected to the internet exchange via a leased line. Unfortunately, we are experiencing delays with our provider. At this stage, we are waiting for them to get back to us with next steps. We have been informed we can expect a reply in the next month.

This is not the news we wanted to be sharing this month. We apologise for the delay on this front and do hope to have a solution as soon as possible.

September planned activities

Now that most of the network has been built, testing will be the focus on-site. On top of this we will continue to chase our leased line provider so that we can liven up the cab and start rolling out home connections!