

# THE BUILD BULLETIN

## Updates for Northumberland

### *Rothbury*

We would like to thank Rothbury residents for their continued patience and understanding as we put the finishing touches on your full fibre network. As mentioned in our last bulletin, the completion of the network is dependent on factors outside of our control, such as: wayleave negotiations, Openreach pole replacements and permit restrictions.

Due to some unforeseen and unfortunate circumstances, our subcontractors had to finish up a little early in December. This meant they couldn't complete key pieces of civil engineering works which were subject to three month notice periods. The affected works will now be rescheduled for Spring 2024.

We realise this will affect a handful of residents with contracts who are waiting for their installation appointments. Please accept our apologies for any inconvenience caused by this delay. We are doing everything in our power to improve these dates so that we can get you connected.

From January 29 to February 3, our team will be completing some civil engineering and cabling along Back Crofts. This will allow us to liven up homes and businesses both on Back Crofts and along the High Street.

We would like to reiterate that the completion of this network remains a top priority for us, and we will work diligently to ensure connections can take place as soon as possible. Those with contracts will be called to schedule their installation appointment as soon as their local network is live.

There's limited time left to take advantage of our half price offer. If you'd like to discuss a connection to Rothbury's full fibre network please get in touch with our Regional Sales Manager, Ian Finlay on 07761 800 188 or [ian.finlay@factco.co.uk](mailto:ian.finlay@factco.co.uk).



0333 305 7560



SALES@FACTCO.CO.UK



## Stocksfield

Fibre network builds are never without complications and it's fair to say we've certainly had our fair share of ups and downs throughout this build. When the Government approved us for the Gigabit Voucher Scheme in September 2021, and we then commenced the build during late summer 2022, we did not envision that the project would go on for as long as it has. However, we're proud to say each mistake has been a learning experience, allowing us to pivot our plans and improve our processes.

Although we aim to work with the least amount of disruption possible, due to the nature of building fibre networks we unfortunately do have to dig up roads and footpaths and administer road closures to keep our staff and the public safe. We're sorry this has gone on longer than planned, and for the disruption it causes to residents' everyday lives.

In light of recent press, we wanted to reassure you of our commitment to finishing the network. At this stage, we're waiting for the leased line to be connected between our cabinet and a local internet exchange by a third-party provider. Although this seemingly straightforward process has seen us having to jump through many hurdles, we now believe we are in the final stages of this process.

Throughout the network build our teams have worked tirelessly to provide your community with full fibre, without compromising on quality. And, we will continue to do so until the network is complete.

We now have a dedicated North-East sales team managed by our Head of National Sales, Gary Spooner. They are based in in Seaton Burn and will provide extra support for the Northumberland communities which we service.

Last week we contacted those with contracts to let them know which streets would be released first once the backhaul is connected (see below). The remaining streets will closely follow this in the coming months. If you've signed a contract, you'll get a call to schedule your installation appointment as soon as your local network is ready.

ALEXANDRA TERRACE	DALE VIEW TERRACE	NEVILL ROAD
ASH STREET	ELM STREET	NEW RIDLEY ROAD
AYTON CLOSE	GLEBE COTTAGE	NORTH VIEW TERRACE
BALIOL ROAD	GLEN AVENUE	OAK STREET
BEARL VIEW	GUESSBURN	PAINSHAWFIELD ROAD
BEECH STREET	HALL FARM CLOSE	RIDLEY MILL
BIRCHES NOOK	HALTON CLOSE	RIDLEY MILL COTTAGES
BIRCHES NOOK COTTAGES	KIMBERLEY GARDENS	SOUTH PARADE
BIRCHES NOOK ROAD	MAIN ROAD	STOCKSFIELD STATION
BIRKDENE	MEADOWFIELD TERRACE	STONYBANK WAY
BRANCH END TERRACE	MERRYSHIELDS TERRACE	THE GLEBE
BRANCH TERRACE	MOUNT PLEASANT	WELTON CLOSE
BYWELL VIEW	MOUNT VIEW TERRACE	