

THE BUILD BULLETIN

Updates for Northumberland

Rothbury

We would like to again extend our gratitude towards the residents of Rothbury who are patiently awaiting their full fibre connection. As mentioned in previous bulletins, the finalisation of the network is dependent on a variety of factors, some of which are unfortunately outside of our control.

Please be assured that we are still working to complete the network as quickly as possible. To give residents further understanding as to what is holding up their connection, we have put together the below table.

Those with contracts will be called to schedule their installation appointment as soon as their local network is live. At this time, we will prioritise the connections of those who have been waiting a prolonged period.

Interested in a full fibre connection? It's not too late. Please get in touch with our Regional Sales Manager, Ian Finlay on 07761 800 188 to discuss our latest promotion.

Rothbury remaining works

Dependency	Streets associated	Forecasted time until connections
<p>Openreach Defective pole.</p> <p>This pole was meant to be replaced in February. However, they've had to push this back to June due to permit restrictions.</p>	<p>Hillside Coquet Vale Mews Station Road Whitton Whitton Bank Road Whitton Close Whitton Terrace</p>	<p>Dependant on the successful removal of the defective pole.</p>
<p>Civil engineering work followed by network building and testing.</p>	<p>Church Street Front Street Market Place Rodsley Court Rodsley Place Thomas Rogerson Mews The Pinfold High Street Hawthorn Terrace</p>	<p>2-3 months</p>
<p>A wayleave agreement and some civil engineering work needs to be finalised before we can complete this section of the network.</p>	<p>Back Mount Terrace Cobble Court Jubilee Cresnet Silverton Terrace Cottages South Terrace Riverside</p>	<p>3-4 months</p>
<p>Council permit restrictions</p>	<p>Back Crofts Back Mount Terrace Cobble Court High Street Jubilee Cresnet Silverton Terrace Cottage South Terrace West End</p>	<p>4 Months</p>
<p>Network building and testing</p>	<p>Addycombe Cottages Brewery Lane Front Street Greenwell Villas High Street Lee Square Providence Lane Springfield Terrace Townfoot Well Strand Coquet View Garleigh Road Tollgate Cresnet Tollgate Road Wagtail Road</p>	<p>2-3 months</p>

*If your street falls under multiple categories, it is because properties in your street are affected by one or more of these dependencies. If you've got a signed contract, our installations team will call to book you in as soon as you are live.

Stocksfield

We're very pleased to officially announce that 741 Stocksfield properties are now ready for service! Although we can certainly acknowledge this has been a long-time coming, we are thrilled to now be servicing Stocksfield properties with broadband built for the future.

Since going live in mid-Feb, we've completed home connections for more than a dozen properties, with more booked for the coming weeks. First-connected customer Karol rated us 5-stars on Trustpilot, adding:

'My family and I have experienced a significant improvement since FusionFibre Group (Formerly FACTCO) connected us to fibre broadband.

The team in the North East has been excellent, they were willing to answer any queries I had and provided me with further confidence when needed. I sincerely appreciate everything that Steph, Gary, John and Ian have done.

As soon as the work began, the engineers showed up on my property, introduced themselves, and installed the equipment with consideration for any needs I have had. They were considerate and courteous throughout the entire process.'

If you've got a signed contract in one of these streets please stand-by, we are working through the list to get you all booked in as soon as possible.

NOW LIVE

ALEXANDRA TERRACE	DALE VIEW TERRACE	NEVILL ROAD
ASH STREET	ELM STREET	NEW RIDLEY ROAD (<i>only some</i>)
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	

Our installations team will keep the momentum going with appointments continuing throughout the next few months as more properties live-up across the network. We're forecasting that the next phase will be live by the end of April. This will be enabled by the works on Meadowfield Road starting from 11 March.

The completion of this network is a top priority for us, however, there is still a fair amount of work to do before the network is completed. Our team will progress this as fast as possible, without compromising on quality.

After word spread about our first connection, we've had an influx of queries from the community. We would like to thank those who have registered their interest in our services. It's certainly not too late to sign-up. If you're also eager for ultrafast, ultrareliable broadband, please reach out to sales@fusionfibregroup.co.uk to discuss our latest offer!

Upcoming road closures to be aware of:

Street	Date	Details
Eastgate Bank and Bowlers Hill	<i>Revised start date 4 March 2024 to 29 March 2024</i>	<u>More info</u>