



**SCAN ME**  
Hover your smartphone camera over the QR code to find out more about what we're doing in your village.

# ***CUSTOMER CONNECTION DOCUMENT***



***"I feel like I could run a spaceship with my broadband!"***

***- JASON***  
*County Broadband full fibre customer, Essex*

## HELLO...

We would like to take this opportunity to say thank you for supporting County Broadband's project to bring Hyperfast full-fibre broadband to your community. We are pleased to confirm that we are almost ready to connect your property to our network.

We will begin customer connections in your area week commencing:

01/03/2021 and it will take approximately 12 weeks to complete all customer connections in your area.

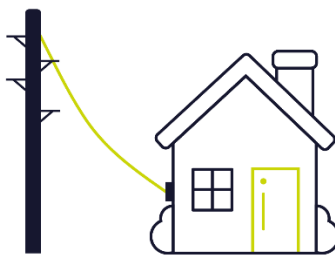
The following document explains the County Broadband customer connection phase, to ensure you know what to expect from us in the coming weeks.

### INFOGRAPHIC SHOWING OUR CONNECTION PROCESS



#### **STAGE ONE**

Our Customer Connection team will call you to book an appointment convenient to you.



#### **STAGE TWO**

Our engineers will attend your area to connect fibre cables to your property via a telegraph pole.



#### **STAGE THREE**

Finally we will arrange to come to your home to complete the internal installation and to activate the service.

## **STAGE ONE: BOOKING APPOINTMENTS CONVENIENT TO YOU**

We've been notified by our network operations team that build has now completed in your area and we're beginning to perform essential tests to our network to ensure connections can be made. At this time, our Customer Connection team will attempt to contact you via email or phone to arrange an appointment convenient to you so one of our engineers can attend your area to begin connecting our fibre cables to your home via a telegraph pole.



Our Customer Services Team talking to our customers

### **SAFETY DURING COVID-19**

Once our team have booked your appointment, they will be ready to come out to your property. Whilst in your area, our team will be following all government guidelines – we'll be wearing face masks as appropriate and taking precautions to ensure we're working safely:



Social distancing



Regular hand washing and sanitising



We won't ask anyone to sign anything



Please don't hand us anything

## **STAGE TWO: CONNECTING YOUR HOME TO OUR NETWORK**

As per your arranged appointment with us, our engineers will attend your area to connect fibre cables to your home via a telegraph pole. The image below highlights the proposed route we will take to connect your home to our network.

*Please note this is a representation only.*

For this stage you won't need to be present at home, we only need your permission to enter the garden to run the fibre to your home. The fibre is attached to a small wall mounted box on the outside of the house.



The work depicted is within the parameters of our standard installation and therefore will be completed at no cost to you\*. Please make us aware if there any obstructions such as trees etc. that may affect the connection process.

Please note any variation to the proposed connection process may occur additional fees. Please ensure you contact to confirm with the Customer Connection Team on: **01376 562 002**

## **STAGE THREE: CONNECTING YOUR HOME TO OUR HYPERFAST BROADBAND**

Once we have connected the external cables of your home to our network as described above, we now need to connect your service via a router.

Our Customer Connection team will call you to arrange when is convenient to you. At this stage, our engineers will need access to your home to complete the installation of your full-fibre service.

Once our engineers have arrived, they will then commence the completion of your connection and to do this, we will run a further fibre cable from the wall mounted connection box on your external wall and connect this to your new County Broadband router inside your home.

We provide up to **5m** of fibre cable from the wall mounted box placed on the external wall of your home, back to your router, and this **must be** placed in **a ground floor** room. This location will ensure that when our engineers that attend on the day, are able to connect you as swiftly as possible and this also ensures you won't be charged any additional connection fees.

It is also important to make sure that you keep your router in an open area because, believe it or not, things like range cookers, thick walls and even fish tanks can interfere with your WiFi signal.

Please note: we will not be able to provide you with a service until we complete all stages of our connection process and therefore, no fees will be applicable until the service is live and tested.

## FAQs

### **I am in an existing contract with my other broadband provider, do I have to cancel this before I join County Broadband?**

If you are in an existing contract with another provider, then please do let our Customer Connection agent know. They will ask you to provide a copy of the contract, and we are able to defer payment for up to 12 months to allow you to see out any existing contracts. We are unable to defer contracts once the account has been activated, therefore it is important that you provide a copy of your contract prior to booking your installation.

### **How do I activate my account?**

Bookings can only be made once your account has been pre-authorized by Direct Debit. To pre-authorise your account, please log in to the County Broadband [customer portal](#).

### **I've ordered a home phone service with you, when will I get connected to this from my previous landline contract?**

If you have ordered a home phone service with us, we will arrange the transfer of your existing telephone number after you have been connected to our network. Please do not cancel your existing contract until the number has been transferred. If you have not ordered a home phone service with us, and wish to benefit from cheaper calls then please discuss this with our customer connection team when they call you.

### **Something's come up and I need to rearrange my engineer appointment, what should I do?**

Please note that once appointments have been booked with our Customer Connections team, it is important to let us know of any changes to your availability as soon as possible. Our engineers are only in the area for a specific amount of time. Failure to cancel your appointment may incur additional fees.

### **I have received an email from you and the Governments Department for Digital, Culture, Media and Sport (DCMS) regarding a Gigabit Voucher, what is this for?**

As part of helping the UK Government to meet its full fibre broadband ambitions, we are now able to extend the reach of our networks through new grants available in some areas through the Gigabit Voucher Scheme. I am delighted to advise we have received confirmation from the Department for Digital, Culture, Media and Sport (DCMS), who are charged with ensuring as much of the UK has Gigabit connectivity as possible, that your area is covered by the scheme.

The voucher provides a financial contribution to the costs of building the network to provide Gigabit broadband to your property and the local community.

As per the Terms and Conditions associated with the order you placed with us, all you need to do is confirm you have ordered service from us when you receive the first email and we

can book your installation. Once you have been connected when you receive the second email

If you have any questions in the meantime then please call our customer service team on **01376 562002** or email [service@countybroadband.co.uk](mailto:service@countybroadband.co.uk)

To refer to our terms and conditions at:  
[www.countybroadband.co.uk/terms/service-terms/](http://www.countybroadband.co.uk/terms/service-terms/)

**\*standard installation £225**