

Lightning Fibre Street Works

Important information



www.lightningfibre.co.uk

01323 380 260
ask@lightningfibre.co.uk

To The Occupier,

Good news. We're coming to lay our hyper fast, hyper reliable full fibre network along your street very soon. Once complete, you will have access to a new, local Gigabit broadband network.

We will be working along your road for a few days and working directly outside your property for as little time as is necessary - we'll keep any disruption to an absolute minimum.

The work involves digging a small trench along the pavement to install our ducting. At times, we may need to carry out road crossings. We'll erect temporary safety barriers, as well as walk boards over any trenches to keep everyone safe whilst the work is underway. If at any point you need access to your property, just ask a member of the construction team who will be more than happy to assist. We may also need to ask you to move your car from the public highway.

If you'd like to contact us during construction, you are welcome to call us on 01323 380260 or email ask@lightningfibre.co.uk.

If your current contract is about to end, we'd recommend that you avoid entering into a new, fixed term contract that stops you switching. You should be able to connect to Lightning Fibre in the next month or so. Still under contract with your current supplier? We may be able to connect you sooner than you think, at no extra cost.

Be the first to get connected - you can register your interest online today and our Community Engagement Team will keep you updated as we progress towards your home or business.

Once we go live, we'll write to let you know and you can switch online really easily.

Yours faithfully,

Robert De Gouveia

Robert De Gouveia, Community Engagement Manager



★★★★★ Rated "Excellent"



Frequently Asked Questions

Where are you based?

We're born and bred in Eastbourne, with a warehouse in Polegate.

Are you a local business?

Yes, we're local and many of our staff live in East Sussex, so we're creating lots of local jobs.

Are you upgrading the network that's already there?

No, we're building a new hyper fast, hyper reliable Full Fibre network, that's completely future-proofed.

What happens during 'street works'?

We will be laying ducting along your street – this may include trench work and lifting paving slabs / block paving.

Will you dig up my private land / driveway?

No, we work on public land only. When you sign up, our install team will discuss the best route into your property. If your cables currently reach your premises via a telegraph pole, we'll bring our full fibre network into your home or business in the same way.

What if I need access to my home or business?

Access should remain throughout, but if you need assistance at any time please ask the team and they'll be very happy to assist.

Will I need to move my car?

Possibly; we'll let you know at the time if we need you to move your car.

What happens if you damage the paving slabs?

We work closely with the county council regarding reinstatement, following a set of rules – you can find out more about this on our website.

What days / hours do you work?

Standard Permit Conditions allow Statutory Undertakers to work between 08:00 and 18:00 Monday to Saturday, and on Sunday between 09:00 to 13:00. Generally, however, Lightning Fibre crews tend not to work on Sundays. Depending on the street, ESCC Highways may stipulate limited work periods due to material conditions, for example potentially no carriage way crossing undertaken during rush hour on a main road.

Who do I contact if I'm unhappy?

If you have any concerns you can talk to the team at the time, or give us a call on 01323 380260.

Finally, we do realise that our street works do cause some inconvenience, so we'd like to say thank you for your patience and understanding.

See more online www.lightningfibre.co.uk/faqs or give us a call.

