

1. I thought the fibre optics system was an either or option but I heard that, a year on from the new system being launched, you will no longer support the satellite scheme – if so, what happens to those who have chosen to stay with the old system or who decide not, after all, to take up the new one

Once we have replaced an area with the new fibre service we will look to start the mast decommission process once the majority of our customers have moved over, there is no timeframe on this project yet.

1. I was assured that there would be no changes in fees but there has been mention that, after one year, there would be increases and I'd like your comments on that

I think you may be referring to the wireless to fibre deal which gives current customers the same price for the year. Once the year is over the price will return to the fibre pricing which is roughly £6 difference depending on the package. That being said, the fibre pricing is currently under review.

1. Do the fibre optic cables belong to you or someone else – I ask this to find out if one would have the option in the future, if one wished, to use another company on those cables – like BT cables can now be used by other telephone companies

Currently the network is owned by Wessex, however, OFCOM the governing body for broadband providers has requested the all UK providers let other providers resell their lines so this will be available at some point in the near future.

1. I am extremely concerned about how the cables will be coming in to my property as I have just have had extensive landscaping done in my garden and do not want that work disturbed – I'd like to know the exact route

At the time of booking your garden works you can request a garden walk to discuss the routing and installation. To reassure you, the garden works team are incredible and most of the time the customer hasn't even noticed that we've been.