



## **Full fibre network delivery method**

Dear resident,

This letter is to advise information on the chosen network delivery method determined by FACTCO and our build partner, RuralFibre4U.

Residents may have spotted statutory notices in some locations in Escrick advising where poles will be installed. Installation is due to take place in March 2023, until then, we'll continue to take people's comments and feedback onboard.

### **Explaining the chosen network delivery method**

The existing underground infrastructure is highly degraded and is nearly all directly buried in the ground rather than housed in ducts. This means we can't use any of this infrastructure, and unfortunately, there is very little capacity in existing chambers and boxes in the area.

Installing new underground infrastructure in these areas would be highly disruptive, costly, and time-consuming. In addition, there are areas where there would be limited room for us to excavate for a new duct. Finally, to connect residents to fibre broadband, more intrusive excavation and reinstatement work would have to be undertaken on their properties.

For these reasons, poles have been chosen as the best and most feasible solution moving forward. We understand there may be some concerns regarding the installation of poles. However, we can assure you we considered all other alternatives before approving this design. This is the best way to move forward in building a reliable, full fibre network in Escrick.

We have received several other queries relating to the network build and hope that the points below help answer these:

- Trees – where possible we always look to cite poles and cable away from trees as trees can provide seasonal issues with cables.
- Poles – are generally around 9m in height, including the part which goes underground.
- Consultation process – under *Regulation 5 of the Electronic Communications Code (Conditions and Restriction) Regulations 2013*, FACTCO can provide statutory notices regarding the installation of poles. This said, we always listen to residents and seek to engage in conversations where we can prior to installing a full fibre network.

We will continue to do our best to minimise disruption as much as possible during the network build. If you have any concerns or questions, please get in touch [online](#) or call us on 0333 305 7560.

### **Want to know more?**

Visit our website for more information. Otherwise, you can email the team at [hello@factco.co.uk](mailto:hello@factco.co.uk).

Best wishes,

**FACTCO**

0333 305 7560