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| Q: **I am from the Press?** |
| A: Sorry, I am unable to answer any questions from the press.  Please contact our PR agency Bottle on 01865 770381 or [gigaclear@wearebottle.com](mailto:gigaclear@wearebottle.com) |

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| Q: **Who are Gigaclear?** |
| A: Gigaclear is a UK fibre optic broadband provider based in Oxfordshire employing over 200 people. Gigaclear builds and operates brand new full fibre (“FTTP”) networks in rural parts of the UK, delivering ultrafast Gigabit broadband to homes and businesses.  Gigaclear builds networks using commercial investment supported by our primary investors Prudential Infracapital, Railpen and Woodford. Gigaclear has also been awarded contracts as part of the Government-subsidised BDUK rural broadband programme in Berkshire, Devon, Essex, Gloucestershire, Herefordshire, Northamptonshire, Oxfordshire, Somerset and Wiltshire. |

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| Q: **Why is this happening or What is going on?** |
| A: AVB has grown quickly to provide ultrafast broadband in 7 Aylesbury Vale villages, but there are other local communities that AVB cannot reach without significant additional investment. Gigaclear is a growing company with the resources and expertise to continue the good work started by AVB. Our commitment to growing the network was an important part of AVB’s decision to sell the network. |

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| Q: **Will this change bring any direct benefit to me?** |
| A: As an established company, Gigaclear will offer the security of an experienced fibre broadband supplier with the resources that implies. This will bring additional day-to-day operational support and also the security that the service will develop further in the future. Gigaclear understands in the importance of fibre for Aylesbury Vale communities and businesses and this sale should provide reassurance and enable them to plan for the future. |

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| Q: **What service is Gigaclear offering? How much will it cost?** |
| As you might expect, Gigaclear’s tariff structure is different from AVB’s. Some packages are cheaper than the closest equivalent AVB tariff, some are more expensive. However, we have put together an offer which should ensure that in many cases, especially at the higher speeds, your bill will be lower and you will get a better service. At lower speeds, where Gigaclear’s standard tariff is higher than the equivalent AVB tariff, we will honour your current price for the next twelve months.   * If you are on AVB Superfast (30Mbps), we recommend that you switch to the Gigaclear H50 product, paying only £30 per month for the first twelve months, instead of our usual £41.30. This will save you £11.30 over standard Gigaclear prices. * If you are on AVB Superfast for Families (100Mbps), we recommend that you switch to the Gigaclear H100 product, paying only £38 per month for the first 12 months, instead of our usual £46.85. This will save you £8.85 over standard Gigaclear prices. * If you are on AVB Ultrafast (300Mbps), we recommend that you switch to the Gigaclear H1G product, paying Gigaclear’s standard tariff of only £76.60 per month, instead of your current £135. You save £58.40 over the AVB price and also receive a much faster speed. * If you are on AVB Business (100Mbps), we recommend that you switch to the Gigaclear B100 product, paying Gigaclear’s standard tariff of £65 per month, instead of your current £82.55. This will save you £17.55 over the AVB price.   **Please note that the welcome plan is available only to existing AVB customers for a 12-month term. We will notify you after twelve months, at which point you will need to switch to a standard Gigaclear product in order to continue your service.** |

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| Q: **What happens to the public money already invested?** |
| A: We are unable to comment on the commercial side of the transaction or AVB’s plans for the proceeds. |

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| Q: **What are Gigaclear’s plans for rolling out the service to other villages in Aylesbury Vale?** |
| A: Gigaclear has already built a full fibre network in Great Brickhill, Soulbury, Botolph Claydon, Calvert Green, Marsh Gibbon, Grendon Underwood, Piddington. Gigaclear will commit to completing the network builds as quickly as possible in Stewkley, Oving, Drayton Parslow and Swanbourne. This means that the majority of residents in these areas will soon be able to access Gigaclear’s full fibre broadband services. To check if you’re in an eligible area, go to the postcode checker on Gigaclear.com.  In parallel Gigaclear are evaluating other areas in Buckinghamshire and will announce further details in due course. |

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| Q: **Some residents in my village are connected, but not my street. Can I now get connected?** |
| A: Please use the post code checker on gigaclear.com to check if the service currently reaches you. Gigaclear’s intention is to continue to extend and invest in the network so other areas around the existing infrastructure are being considered. |

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| Q: **I’ve checked the postcode checker and you don’t serve my area. I am in (Name of village). When will you be coming to my village?** |
| A: Unfortunately, we can’t communicate specific timings yet but please do register your interest and we can keep you informed of future plans when the details are confirmed. |

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| Q:  **I have paid a deposit for a connection. When can I expect to be connected? Will Gigaclear match the package I signed up for?** |
| A: AVB will be refunding the deposits it holds for people awaiting connection to the network and will contact you soon to arrange this. If you are an existing AVB customer and would like to switch to Gigaclear, please contact **01865 664220** to discuss your options. Your relationship with Gigaclear will be separate from any you have previously had with AVB as we will need to move you onto our systems and network. |

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| Q: **I’m still waiting to be connected. What is happening with my deposit?** |
| A: AVB will be refunding the deposits it holds for people awaiting connection to the network and will contact you soon to arrange this. It is important to register your interest with Gigaclear so that we can contact you separately to discuss your needs. |

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| Q: **I am an existing AVB customer what do I need to do to keep my Broadband working?** |
| A: For the next few weeks Gigaclear will keep all the AVB customers broadband working but if you wish to keep your broadband service you will soon need to sign up with Gigaclear and migrate onto our network.    If you wish to do this please contact Gigaclear on **01865 664220** and explain that you are a former AVB customer.  We are committed to making sure that the transition of your service will be as smooth as possible but itis likely though that you will momentarily lose service as we make the change. To minimise disruption, we will try to do this when the network is least busy and plan to do this on 11th January. |

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| Q: **If I am a new customer and switch to Gigaclear how long am I tied in for?** |
| A: A new customer will be tied into the Gigaclear minimum term. For residential customers, this is 15 months from the service start date. At the end of the first twelve months your introductory offer will cease and we will contact you concerning the best tariff package for you at that stage.  For business customers, this is a minimum period of 24 months from the service start date. |

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| Q: **Will I need a new installation?** |
| A: Existing customers already installed will not require a new installation. |

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| Q: **Will my existing router in my house work on the Gigaclear network?** |
| A: Yes, Gigaclear use the same router as AVB. |

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| Q: **Who do I contact for support?** |
| A: Until 11th January 2018 you should continue to raise support questions to [support@avbroadband.co.uk](mailto:support@avbroadband.co.uk). After this date If you have a technical problem contact the Gigaclear Customer Care team. |

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| Q: **I am connected but the speed is slow or variable. Will my service from Gigaclear deliver me a more consistent broadband speed?** |
| A: Yes, following the cut-over to the Gigaclear network on the 11th January 2018 |