

What you can expect as we build our full fibre network

Frequently asked questions

What are you doing?

CityFibre are rolling out our state-of-the-art full fibre network in Peterborough. To do this, we are installing new full fibre cabling across the city to bring the network within reach of your property. We are using a range of construction methods across the city in order to connect each area as quickly as possible, while managing disruption. Our full fibre infrastructure will allow residents and businesses to connect to gigabit-capable broadband in the very near future.

Do I need to move my car?

You may be asked to temporarily move your car to enable us to install the network in your area. Our construction teams will leave you a notice if this will be necessary.

Will you leave my street the same way you found it?

In some areas we will need to undertake some excavation work on the road or the pavement. Where we do this, we will reinstate it as close to the original surface as possible by relaying existing paving slabs or covering with new tarmac, which will blend into the existing pavement over time.

Have you got permission to install new street furniture?

CityFibre work closely with the local authority to ensure placement of street cabinets are approved before work is undertaken. Where new telephone poles are erected, CityFibre is permitted to undertake this work under the powers granted through the Electronic Communications Code. The locations for the new telephone poles have been shared with the local authority, who advise on the acceptability of each location.

Where do I go if I have a query or issue?

If you have any questions or encounter any issues during construction, please speak with a site supervisor dressed in orange, visit cityfibre.com/contact-us or call 0800 083 6160.

How long will it take?

Construction will usually take around two days to complete outside your home, or up to two weeks in your street. Sometimes this may take a little longer depending on the complexity of the work.

Will it be messy?

There may be some debris on the ground after construction work, particularly if the weather is poor. However, we will do a full clean once construction in the area is complete.

What are your working hours?

Our team's working hours have been agreed with the local council in each area of the city. Some of our working hours may fall on evenings or weekends, but no loud works will be started until after 8am.

Will you block off access to my road?

In most cases we will not block off access to your road, although there may be brief periods when we need to in order to maintain a safe construction site. Teams working on site will always do their best to accommodate residents and you will always be able to access your property.

Will I be able to get in and out of my property during construction?

In some areas we may need to undertake construction work in front of driveway entrances, any ongoing work can be covered to allow you to cross safely. Please ask the team on-site if you need access to or from your property while work is ongoing.

Do you need access to my property?

In some cases, to assess the best way to connect your home to the CityFibre network, our team may need to survey the telecommunications wall box located on the outside of your property. In some cases, we're able to connect properties without having to dig up the road outside, and to do this we need to conduct a survey to make sure this is possible. Please be assured this will only take place once you have granted permission.

Who will be undertaking the work?

The CityFibre operations team, with our construction partner Granemore Group, will be undertaking the infrastructure rollout in Peterborough.

Questions about construction?

Speak to a site supervisor dressed in orange, visit cityfibre.com/contact-us or call 0800 083 6160

Get connected

For more information about connecting to the network, visit vodafone.co.uk/Gigafast/register

Find out more about Gigabit City Peterborough

Follow the project at [@cityfibre](https://cityfibre.com/gigabit-cities)