

Dear Resident,

## Ultrafast Full Fibre is coming to your area

Voneus is delighted to be bringing you Ultrafast Broadband, and we'll soon be connecting your area to our Full Fibre network.

Construction has begun in your area. This will involve us installing fibre-optic cables, digging trenches, and carrying out work on telegraph poles – all of which will help bring Ultrafast Gigabit speed capability to your community.

We appreciate that while some of this work might be disruptive; we will do all we can to minimise any disturbance to you and your local area.

Construction will be carried out by our partner **AMG**, who have been carefully selected to carry out the necessary work to the highest standards, with minimum disruption, whilst keeping public safety as the number one priority.

Our teams working hours have been agreed with your local council to minimise disruption and we aim to minimise work on weekends and evenings.

At all times we will comply with the required regulations, which may mean, for example, erecting temporary safety barriers in the street.

If we need to go past the entrance to your home this could restrict your access during the day. We will give you as much advance notice as possible and work with you to limit any disruption.

For safety and security reasons our teams may also need you to move your vehicle if it is parked near to where we are working.

During construction, you can get in touch with **Paul Smith** from AMG on **07889 262223** or by speaking to the on-site Build Managers, in charge on the day.

For more information, we have included a separate **Frequently Asked Questions (FAQs)** leaflet. Alternatively, you can call **0333 880 4141** (Mon-Fri: 8AM-5:30PM) or email [broadband@voneus.com](mailto:broadband@voneus.com).

Yours faithfully,  
**Rebecca Cochrane**  
Senior Project Manager



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**Delivering speeds  
you need.**