



Full fibre internet and telephony

for homes and businesses
across the UK





Hello my name is Joe Gregory

- Regional Community Manager for Giganet
- Why is Giganet building a digital infrastructure in Marlborough?
- What will you see in your local area in respect to the build?
- What services will be on offer to residents and businesses?
- Information about Giganet as a company
- Benefits of Full Fibre connectivity to Marlborough

Who is Giganet?



Giganet is a well-established and well-funded telecoms and connectivity business, trading for over 18 years.

Our full fibre promises that at home or at work, you can stream, scroll, upload and download, rapidly. All at the same time, on multiple devices.



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What do we do?



- Giganet provides Full Fibre Internet and phone services to both businesses and residential customers.
- We are experts in bringing fast, reliable internet to areas that are not part of Openreach's immediate fibre roll out plan
- Our current focus is:
Ferndown, Wimborne, Fordingbridge,
Marlborough, Devizes, Winchester, Storrington,
Tadley but there are many more to follow



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Our services



Home broadband



Business internet



Telephony & VoIP



Business mobiles

What will happen to the existing copper cable connections?



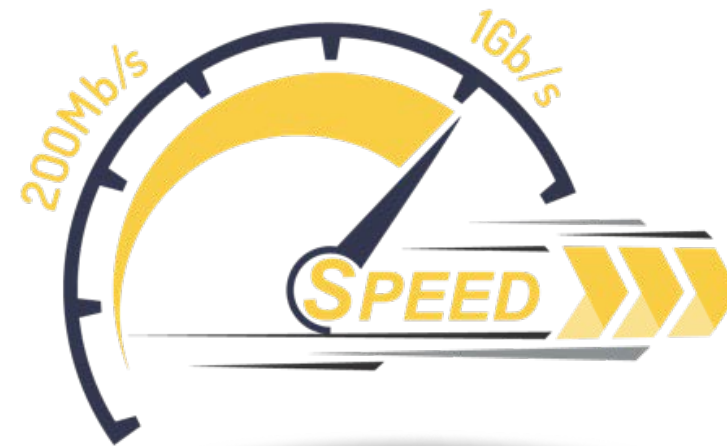
- Full fibre internet will see the retirement of the old copper network
- Legacy copper connections are expensive to run and maintain
- The eventual goal is to replace the entirety of the UK's copper network by 2033
- Gigaset are ahead of the curve to bring you full fibre earlier than expected





What is full fibre internet?

- Full Fibre Internet is an internet connection that is entirely served by a fibre optic cable directly to your property
- This is known as Fibre To The Premises (FTTP)
- The aim is to get all properties connected this way by 2033
- This will allow homes to experience internet speeds upto 1Gb/s (1,000mb/s)





How does the UK rate amongst other European countries?

Of the 39 countries that make up Europe, the UK is 37th in terms of coverage with only 15% of the country able to get hyper-fast internet.

The average for Europe is 52% with countries like Belarus, Latvia and Iceland having over 90% coverage.

Giganet is working hard to bring full fibre internet to areas of the UK that are not part of the initial roll out.

What can I expect to see on our local streets during the infrastructure build?

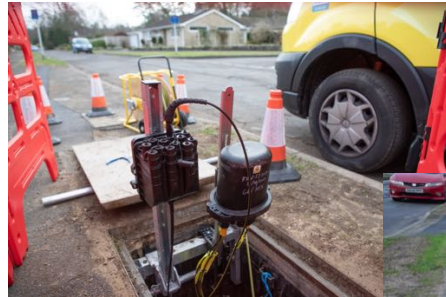


FAC's
Rod and roping
Over ground, underground routes

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How long until the entire town has coverage?



The work started March 2022 and will complete April 2023
Connections – 4254 properties





What do we offer and how much will it cost?

Our service is FREE for the first 12 months and then.....

Residential:

150Mbps

300Mbps

500Mbps

900Mbps

£32

£35

£37

£40

Charitable initiatives

We are committed to raising money for both national and local charities. To date these include Cancer Research, Macmillan Cancer Care, Royal Marines Charity, MIND, Alzheimer's Society, Southampton Sikh Seva and Portsmouth Foodbank.

As we roll out to more and more locations in the UK, our focus on supporting communities and initiatives increases. We are intent on making a real difference and always being a part of the solution.

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Sustainability is our focus

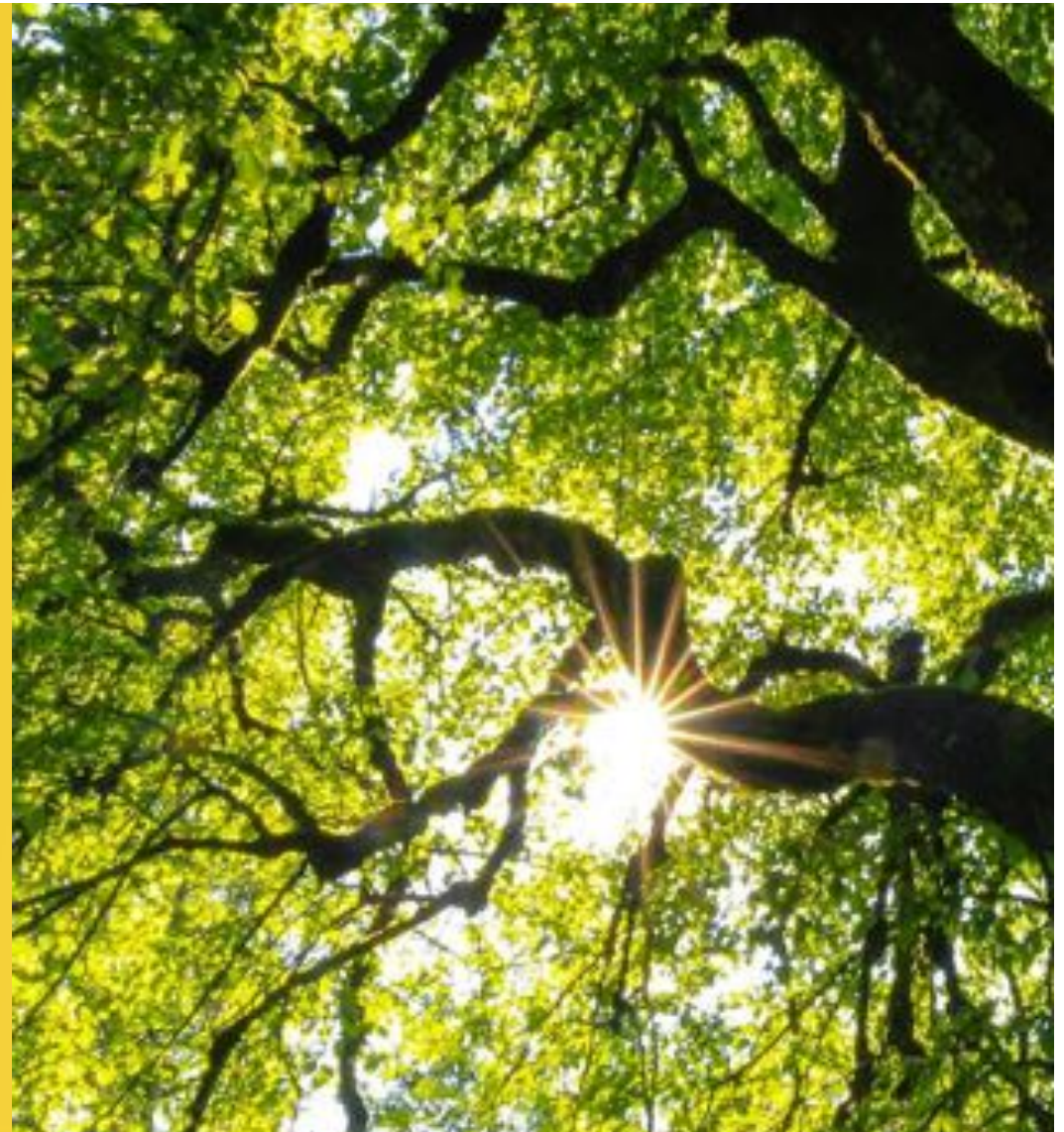
We take topics such as the climate emergency very seriously, and moreover, we act. We've made huge inroads to becoming a paperless office, we recycle batteries and electricals, we encourage a cycle to work scheme and we organise for our employees to get out of the office and physically clean up our communities.

We also plant trees. A lot of trees. So far, we're delighted to announce:

- 👉 We have been a climate positive workforce for 15 months
- 👉 We have reduced 470.9 tonnes of carbon from the atmosphere
- 👉 We currently have 7,910 trees in our forest.

Our work is ongoing and will never end. Every day we are fully committed to being a significant part of the solution.

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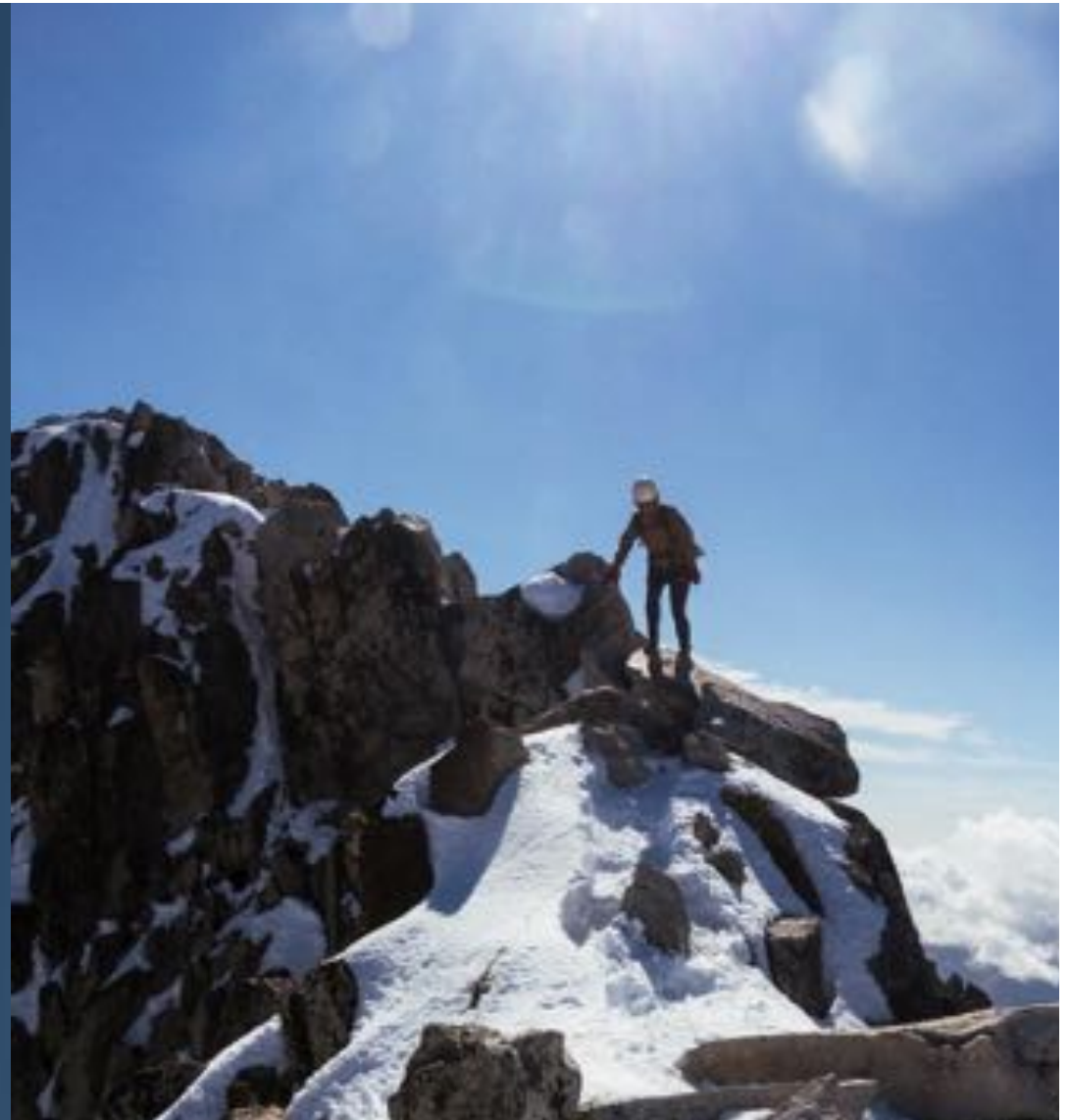
Sponsorships

We are proud to sponsor a number of individuals and initiatives, including:

- The British Bobsleigh Team
- Mountaineer, Nick Hollis
- Olympic Gold Medalist, Dani Rowe MBE
- Plymouth RMA Gig Club
- GB Paralympic Triathlete, Gary Spencer

Each of these initiatives have been chosen because they align with our values. Including speed, continual improvement, achieving near-impossible feats and protecting the world we live in.

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How can I get Giganet internet?



The process is easy. Simply visit our website and enter your postcode and address. Then select the right package for you and a member of our customer service team will be in touch to organise an installation that best suits you.



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What are the benefits of full fibre internet?



- Our full fibre service can run in parallel to your existing internet contract.
- There is no need to cancel your existing contract.
- You can order immediately and start benefitting from increased speeds and reliability.



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What are the benefits of full fibre internet?

- Our service is 35 times faster than the average for Marlborough making it future proofed for the next 20 years.
- All of your devices can be used without slow down or buffering.
- The whole house can watch Netflix and Amazon etc. in 4k on multiple devices at once without affecting the signal

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What are the benefits of full fibre internet?



- Computer games can be downloaded in a fraction of the time.
- Game downloads can take several hours, take up a lot of bandwidth and can interfere with the family's internet usage.
- Full fibre internet can reduce the time to minutes rather than hours. E.g. The latest Call of Duty game 100gb takes 15 minutes to fully download and install rather than 3 and half hours



What are the benefits of full fibre internet?

- Our service does not use any copper wire.
- This means there is far less maintenance required to keep the service running.
- Our service is far more reliable than standard broadband which means less downtime and more playtime



What are the benefits of full fibre internet?

- Traditional broadband prioritises the download speed over the upload speed to ensure that it can produce just enough service for its customers.
- Full fibre service provides the same upload speed as download. This is called symmetrical speeds.
- By providing faster upload speeds it facilitates things like file uploads and video calls which is perfect for working at home



What are the benefits of full fibre internet?

- Many companies are now using overseas call centres or computer operated 'Live Chats' to cut down on costs at the expense of the customer experience
- Our customer service team is based in Fareham, in between Southampton and Portsmouth.
- No call centres, no scrolling through endless menu options, no frustratingly long wait times and no script; just minimal effort. It's one of the reasons we are rated 'Excellent' by Trustpilot.



What are the benefits of full fibre internet?

- No long contract terms. We are so confident that you will be blown away by our speeds, reliability, customer service and pricing that we offer one-month rolling contracts.
- This gives the consumer maximum flexibility at a time where 5 million properties are occupied by private renters.
- This also provides a solid price guarantee because if you don't like our pricing, you are able to end your service without paying an early redemption fee. It's our promise. Full fibre. Honestly.



Gigaset 



 vodafone



sky





Testimonials

"In both sales and technical expertise we have found you to be polite, knowledgeable and efficient."

Chelmsford



"We continue to be extremely pleased with the service we receive at a very competitive price."



"They have been very innovative and approachable. We would recommend them to anyone."



"Support is always second to none and they have a wealth of experienced technical staff on hand."



"M12 were able to provide us with strategic advice to deliver a superfast internet connection to our poorly connected business park and in addition provide an innovative solution that allowed us to share the costs and benefits with our neighbours. This coupled with their fantastic support means we wouldn't hesitate to recommend Giganet from M12 Solutions."

WARRENSOFFICE

"They are our first port of call for every communications problem. They are always proactive, helpful and provide excellent customer service."



"Thank you for the outstanding level of service we consistently receive in terms of network performance, reliability and customer support."





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