



Hello,

As you may be aware, toob is deploying a new full fibre network across Camberley and Frimley. This new network delivers a much-improved broadband service in comparison to existing networks that utilise copper cable for the last connection to the home.

When we deploy the network, we use as much existing infrastructure as possible, primarily BTs ducts and poles. Where this does not exist, we must deploy our own infrastructure, and in some cases, this involves the deployment of new poles.

Some roads in the Camberley and Frimley area unfortunately have very limited existing infrastructure. There is some BT duct, however the current BT cables that connect the homes in these roads to the BT network are direct buried and therefore there is no existing ducts for toob to be able to re-use.

When we designed the network, the most viable method for deploying the new network was deemed to be the erection of new telecommunication poles in these roads. To inform residents of these new poles, we placed notices on local lampposts and marked up the proposed locations of the poles on the pavements. Our intent was to then write to all the residents informing them of the new poles, however we received very clear and strong feedback that for this area new poles were not going to be acceptable to the residents.

As a result of this feedback, we have put the new pole deployment in the below roads on hold whilst the design is reviewed.

Clarewood Drive
Langley Drive
Fern Close
Hambleton Close
Tekels Way

This review will take a few months as we need to schedule the work with our design partner. Once the review has taken place, it is our intent to re-engage residents with the outcome of the review and gain further feedback before deploying the network.

We will therefore be in touch before the end of September to communicate the results of the review for the roads listed in this letter. We will be visiting the named roads in the next few weeks so that we can gain feedback from residents where there is currently no existing infrastructure that toob can re-use.

The network deployment will continue in Frimley where we can use existing infrastructure, however the deployment of new poles in areas where poles do not currently exist is on hold across the Frimley area whilst these consultations take place.

If you have any questions in the intervening period, please do get in touch with us at complaints@toob.co.uk

Kind regards

Ross Clements

Complaints and Engagement Manager