

# WELCOME TO GIGACLEAR

Your Gigaclear customer number is:

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## IT'S GREAT TO HAVE YOU WITH US

Thank you for choosing Gigaclear, you're well on your way to experiencing life-changing full fibre broadband.

Working exclusively in rural communities we know just how important a reliable and speedy broadband service is to households like yours.



## THE BENEFITS OF GIGACLEAR

Broadband has changed our lives in many ways; helping us stay connected to family and friends, research until our hearts content and keep entertained and informed. With Gigaclear ultrafast broadband you can do the things you love doing...better and faster.

### Streaming

Whether you're binging on Netflix, listening to your favourite playlist on Spotify or downloading the latest movies to your device, a robust, reliable and ultrafast connection means you can enjoy entertainment without having to worry about buffering or interruption.



### Keeping in touch

Stay better connected with family and friends; whether they're down the road or the other side of the world. Connect instantly over email, video chat or social media.



### Working from home

When working from home you rely heavily on broadband to be productive and efficient. Your Gigaclear service will make your office to home experience seamless – allowing you to send and receive super-sized files, or communicate with tools such as video conferencing, VOIP and email.



### Convenience

Whether you're doing the weekly food shop, looking for your next beach holiday or banking online, your consistently smooth and ultrafast broadband connection will certainly enhance your online shopping experience.



## WHAT HAPPENS NEXT?

### Your installation date

Once your line has been successfully tested and we are ready to install your connection, you will receive a call to arrange an installation date that best suits you. On the arranged date your service will be installed by one of our friendly technicians. These visits usually take around 2.5 hours.



### Activation

As soon as your connection has been successfully installed the technician will activate your service.



### Where to go for help

We want you to get the most out of your Gigaclear service, so our customer care team are always available if you ever need assistance.

Simply give us a call and a broadband specialist will be available to help, 24/7 365 days a year. You'll never get scripts or rushed off the phone, just outstanding customer service.



Email us  
[support@gigaclear.com](mailto:support@gigaclear.com)

Call us  
**01865 591 131**

Find us  
[gigaclear.com](http://gigaclear.com)

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