



# VIRGIN MEDIA

## A guide to our StreetWorks

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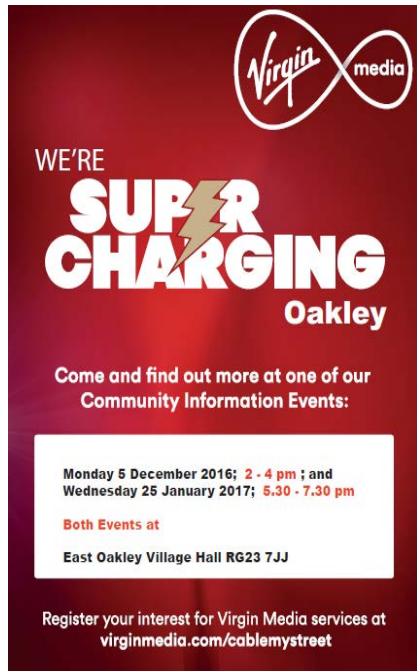
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**We connect.™**

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- **Virgin Media are providing their award-winning entertainment services to the villages of Old Basing and Oakley!**
- **AFL and our contractors will be undertaking this major build project and connecting these villages to Virgin Media's network. This will involve excavation works on all designated streets, installing cabinets and then fibre cable to each property.**
- **Over the past few months, residents have seen our crews working tirelessly to connect their streets to Virgin Media's superfast broadband services.**
- **This guide is to provide a greater insight in the local community to the works these crews do and the stages involved in getting each property connected back to Virgin Media's network.**

## Public Engagement



Virgin media

WE'RE  
**SUPER CHARGING**  
Oakley

Come and find out more at one of our  
Community Information Events:

Monday 5 December 2016; 2 - 4 pm ; and  
Wednesday 25 January 2017; 5.30 - 7.30 pm

Both Events at  
East Oakley Village Hall RG23 7JJ

Register your interest for Virgin Media services at  
[virginmedia.com/cablemystreet](http://virginmedia.com/cablemystreet)

Community Event Flyer



### WE ARE HERE TO HELP....

Dear Resident,

Our engineers have been working on behalf of Virgin Media to connect your street to their expanding network!

Whilst our crew of engineers are installing the superfast broadband, you may experience disruption.

To assist in minimising disruption, we have a dedicated team that are available to help!

They can answer any queries you may have about our street works and/or to assist in resolving issues if they arise on your street.

Please contact the following representatives for assistance (where required):

Mark Garland  
Field Supervisor  
07710104134

Sammi Holmes  
Field Project Engineer  
07436530717

Residential Letters

## Letter Drops

- Ahead of works commencement, letters were delivered to residents in Basingstoke throughout August 2016 informing them of upcoming works. We are now re-notifying residents using more tailored letters within 1 week of works starting in their street.

## Community Events

- Community Events were held by Virgin Media in both Old Basing and Oakley during December 2016 and January 2017. This was to provide a forum for discussion on ongoing works and ensure residents were able to understand how works would affect their streets.



## Local Council Engagement

- Ahead of works commencement, AFL and Virgin Media attended council meetings to discuss and agree all works to be carried out in Basingstoke.
- Virgin Media consulted with the local council to agree locations to install the street side cabinets to allow each home to be serviced by their network.
- For each street, formal notification was sent to the council to advise that works were due to commence and agreed on any restrictions which applied to traffic sensitive locations.



Street side cabinet

## Phase 1 - Civils Works

### Narrow Trenching



- Engineers will visit each designated street to start digging works. They will be excavating a narrow trench on each street in order to install the fibre cable to each property.
- This narrow trenching techniques comes with great benefits!
- It is time and cost effective. There is also less waste and lowered risk of injury to members of public.

Civils Engineering tools – Saw Cutter, Mini Excavator, Narrow Foot Rammer

## Phase 2 - Tube Installation and Reinstatement



- Once the narrow trench has been excavated, the engineers install tubing which be able to support the fibre cable at a later stage.
- They will then backfill the trench using the same materials the dug out previously in either the grassed verges, footpaths or carriageway.



## Phase 3 - Fibre Cabling



- Once the civils works and reinstatement have been completed, our fibre engineers visit each cabinet location to install fibre to connect the street back to Virgin Media's main network.
- This is the final phase of works by AFL engineers at each designated street.

Cable Engineering tools – Air Compressor and Fibre Blowing Machine



## Field Monitoring

We have field supervisors in every area monitoring the works carried out by our engineers every day. They are there to monitor safety and quality of works in your street.

### Safety

- Our supervisors will check every street with excavation works daily to ensure that our engineers are working safely to protect the members of public and themselves!
- AFL treat safety with the utmost importance, so please always report to our supervisors any concerns.

### Quality

- Every street will be checked before we leave an area by the supervisors for quality. The main aim is to ensure that each street is presented back to the residents/council in an acceptable manner.
- We have programmes in place to review any works that have not been completed to the correct standard and engineers will re-visit the area to correct at agreed times with the council.

## Residential Support

This project has a field based team to support every resident. Please feel free to contact any member with queries, concerns or issues.

- Field Supervisors
- Assistance with general queries and support.
- **Mark Garland – 07710104134**
- **Tom Meredith – 07436835788**
- **Stewart Driver – 07971315925**
- Field Project Team
- Escalations or Complaints
- **Christina Wilson (Project Manager) – 07436835789**
- **Sammi Holmes (Field Project Engineer) - 07436530717**

This is a large project and working in residential locations will always have challenges. However, AFL hope to conduct all works safely and keep the community happy throughout.

## Completion

- Our engineers should leave each street in an acceptable condition.



## Virgin Media

- Our aim is to ensure that each resident has the opportunity to get access to Virgin Media's superfast broad capabilities.
- Once we complete our works, a Virgin Media sales representative will visit your property to discuss your interest in their services.
- We hope all residents are left happy with better access to competitive broadband and improved entertainment services.

