

To the householder,

Planned maintenance on our fibre broadband network in your area

Over approximately the next 4 – 8 weeks Chorus is improving the ultra-fast fibre broadband network in your area. Due to this planned work, you may notice some of our technicians operating in the area.

If you have fibre installation work booked through your service provider during this time, it may be delayed. Please contact your service provider to discuss a change of date for your work if you think that this affects you.

If you're already connected to our fibre broadband network, a brief outage may be scheduled at your address as part of this project. Don't worry, we'll keep the outage as brief as we can and we will notify your service provider well in advance. We won't require access to your property during this planned maintenance and we'll leave a card in your mailbox once we've finished in your area.

We apologise for any inconvenience this may cause. It's important we carry out this work to ensure you and your neighbours can have the best broadband experience available.

If you have any questions please get in touch with your broadband provider or contact us on 0800 600 100.

Kind regards,
The team at Chorus.