Advice for Volunteers

Broadband for Surrey Hills would like to update you on our position in relation to the Covid-19 pandemic.

Our priority continues to be the health and well-being of our volunteers, plus anyone you come into contact with. We will continue to support all our volunteers in the best way we can.

As we work towards the installation of our broadband service, we urge you to follow the current government guidelines https://www.gov.uk/coronavirus

As restrictions ease, if you have any concerns about your volunteering and covid please do not hesitate to get in touch.

We are hugely grateful to our volunteers who continue to turn out and install this important communications service. We couldn't do this without your support. Thank you.

Advice for Customers:

At B4SH the well-being of yourself and your household is of upmost importance to us. We are still committed to extending our network to as many new customers as possible. We are aware of the strain that working from home is having on existing infrastructures, so we aim to be as creative as possible whilst maintaining quality and high standards, within the Government guidelines.

As ever a priority, B4SH is committed to maintaining, repairing and monitoring our installed network infrastructure. This includes dealing with any faults and customer enquiries.

We are monitoring power in our cabinets and in the event of power outages we switch over to battery power.

We have capacity within our core network to handle any new unprecedented traffic loading.

Where possible we will work with property owners on a case-by-case basis to understand the concerns you might have around installations.

Should you have any concerns with regard our service and covid, please get in touch!

Our contact number is: 07437 165949

Email: **enquiries@b4sh.org.uk**

Website: **www.gigupanddown.net**

Facebook: @gigupanddown

Kindest Regards

The B4SH Executive Team