

Mike Williamson

From: Quickline Communications Limited <noreply@quickline.co.uk>
Sent: 14 August 2019 12:21
To: M A Williamson
Subject: Picton Site Update | Quickline Communications



Hello,

You are receiving this email because your internet connection from Quickline is fed by a transmitter at Picton.

Following recent hardware changes to the Picton transmitter itself, we are in the process of scheduling changes to how Picton is supplied by the rest of the Quickline network - currently it is fed by a link that runs through Appleton Wiske, however due to tree growth affecting line of sight alongside other infrastructure issues within the former Clannet network, the integrity of this link is no longer up to the necessary standard needed to supply the Picton mast.

This being the case, we are awaiting the erection of a new telegraph pole near Landmoth as a replacement for the current Appleton Wiske link, after which point we'll be re-routing Picton's internet supply through it in order to stabilise your internet connections.

This is expected to take place by the end of August - we appreciate that this has been a long-running issue and will be compensating customers appropriately due to this.

If you have any questions, please call us on 01482 247365 or email sales@quickline.co.uk

Best Wishes
The Quickline Team

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