



Client story



Breaking wayleave barriers for Zoomm

With the latest developments in the Telecommunications Infrastructure (Leasehold Property) Act, telecoms operators need to be aware of their rights. Discover how Trenches' legal nous has helped companies like Zoomm progress with their wayleave plans...

The team at Zoomm PLC found themselves regularly coming up against obstacles in their wayleave requests. These were delaying their ambitious expansion plans, so they sought out legal expertise to break the cycle of project setbacks.

About Zoomm PLC

Since 2018, Zoomm PLC has been operating a high-speed full fibre broadband offering, focused on customer service and transparency. The team has an enviable 4.8/5 on Trustpilot and serves both commercial and domestic properties throughout

market towns in England. Zoomm's installations have brought homeowners broadband speeds of up to 2Gbps, enabling faster home working, streaming and communications.

The challenge

Obtaining wayleaves from managing agents and freeholders The full fibre broadband operator's portfolio continues to go from strength to strength. In just 12 months, Zzoomm has surpassed 10,000 customers and reached new areas including Congleton, Chapeltown, Codsall, Northwich and Askern. Having passed 100,000 ready-for-service properties, Zzoomm continues to further its rapid expansion plans.

Unfortunately for Zzoomm, the team's growth plans were being inhibited by wayleave obstacles. Specifically, pushbacks were made by grantors, who said that they had no formal processes in place. Zzoomm needed a legal partner with expertise in wayleave law, and who better to turn to than Trenches Law?

The results

With renewed confidence and Code powers knowledge, Zzoomm has transformed the way it approaches wayleave contracts. Today, the team can anticipate potential objections and has the correct answers ready to go. This has saved a significant amount of time and also helped to promote good relationships between Zzoomm and respective grantors.

The team at Zzoomm has since secured multiple wayleave requests without delay. Many of these contracts are with large grantors, helping the firm improve its coverage across commercial and domestic properties in Britain.

The solution

Trenches Law proposed a training programme that would help the Zzoomm team understand its legal rights and have the confidence to push on with complex wayleave applications. The training offered comprehensive examples of wayleave refusals and objections.

The training was delivered by Trenches Law with Zzoomm's specific requirements in mind, taking a difficult subject and turning it into engaging, enjoyable and easy-to-digest sessions. Drawing on experience including Sharon McDermott's many years with Virgin Media, as well as Phill Stockdale-Woodhead and Alex Lawrence's ongoing training success, we were able to deliver a session that would empower and educate Zzoomm colleagues now and in the future.

Lee Thomas, wayleaves manager at Zzoomm PLC, said: "We initially reached out to Trenches as the company's legal expertise is renowned in the sector. We needed a partner that was adept at training but also had the legal expertise to back it up.

"Trenches took the time beforehand to reach out and ask us exactly what we needed from the training session. Their tailored approach, plus the effervescent personality of the trainer, kept the whole team engaged. The training has provided the team with the knowledge and confidence to push back on all wayleave refusals we receive."

If your organisation needs legal expertise and training about wayleave requests, speak to the Trenches Law team. We've worked with hundreds of operators like yours to get projects off the ground quickly, without legal setbacks.

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