

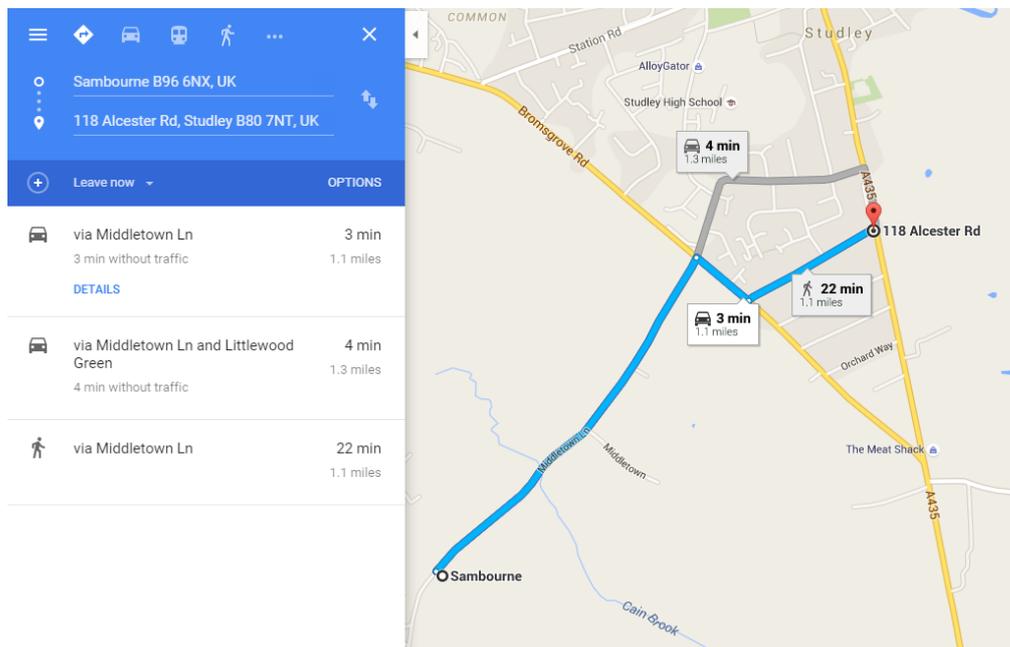
To: Chris Clews, Sambourne Parish Council

I have been asked to prepare a briefing report to answer a number of questions from Sambourne Parish Council in relation to the current BDUK programme

The following report directly answers the questions raised by Chris Clews, Sambourne and also tries to give a detailed response to the current and projected future for BDUK/ CSW activity in the Sambourne area.

1. When was the Studley cabinet "fibred up"? If it's recently (2-3 years) it has made no difference.
  - a. Our records indicate that Studley Cabinet 3 was upgraded to FTTC in September 2013. Unfortunately, the distance from the Cabinet is beyond current technical ability to provide Superfast Speeds. BT has indicated that they are working on technical developments to increase speeds over longer distances but we are awaiting further detail on timescales and costs.

The Sambourne area is serviced by more than one BT cabinet. For instance, part of Sambourne is served by Studley Cabinet 3, which is physically located near the junction of Watts Road and the A435, Alcester Road. The following map shows the route between Cabinet 3 and postcode B96 6NX (close to the residence Domus Fabalis, Middletown Lane, Sambourne).



The google map suggests that these two points are some 1.1 miles apart (1.77 km). This is if we assume the copper line runs alongside the roads. In any case, the direct line of sight distance must be close to 1 mile (1.66 km). Unfortunately, even though this Cabinet was upgraded to fibre in September 2013, the large distance between these points means that you are unable to achieve Superfast speeds. We use the figure of a maximum of 1Km to achieve Superfast speeds of 24Mbps. The longer the cable run after 1Km, the more the achievable speeds fall off. As can be seen from

the following report from the DSL checker, the suggested maximum download speed for this residence is between 1.3Mbps - 5Mbps.

#### BT BROADBAND AVAILABILITY CHECKER

Address DOMUS FABALIS, MIDDLETOWN LANE, SAMBOURNE, REDDITCH, B96 6NX on Exchange STUDLEY is served by Cabinet 3

Featured Products	Downstream Line Rate(Mbps)		Upstream Line Rate(Mbps)		Downstream Range(Mbps)	Availability Date
	High	Low	High	Low		
FTTC Range A (Clean)	5	2.6	1.2	0.8	--	Available
FTTC Range B (Impacted)	3.9	1.3	1.1	0.5	--	Available
WBC ADSL 2+	Up to 17		--		10 to 19.5	Available
WBC ADSL 2+ Annex M	Up to 17		Up to 1.5		10 to 19.5	Available
ADSL Max	Up to 7.5		--		6.5 to 8	Available
WBC Fixed Rate	2		--		--	Available
Fixed Rate	2		--		--	Available
<b>Other Offerings</b>						
Fibre Multicast	--		--		--	Available
Copper Multicast	--		--		--	Available

For all ADSL and WBC Fibre to the Cabinet (FTTC or WBC SOGEA) services, the stable line rate will be determined during the first 10 days of service usage.

For FTTC Ranges A and B, the term "Clean" relates to a line which is free from any wiring issues (e.g. Bridge Taps) and/or Copper line conditions, and the term "Impacted" relates to a line which may have wiring issues (e.g. Bridge Taps) and/or Copper line conditions.

Throughput/download speeds will be less than line rates and can be affected by a number of factors within and external to BT's network, Communication Providers' networks and within customer premises.

The Stop Sale date for Datastream is from 30-Jun-2012; the Formal Retirement date for Datastream is from 30-Jun-2014. The Stop Sale date for IPstream is from 31-Oct-2013; the Formal Retirement date for IPstream is from 30-Jun-2014.

**Note:** If you decide to place an order for a WBC fibre product, an appointment may be required for an engineer to visit the end user's premises to supply the service.

The DP is external to the end user premises.

Please note that postcode and address check results are indicative only. Most accurate results can be obtained from a telephone number check.

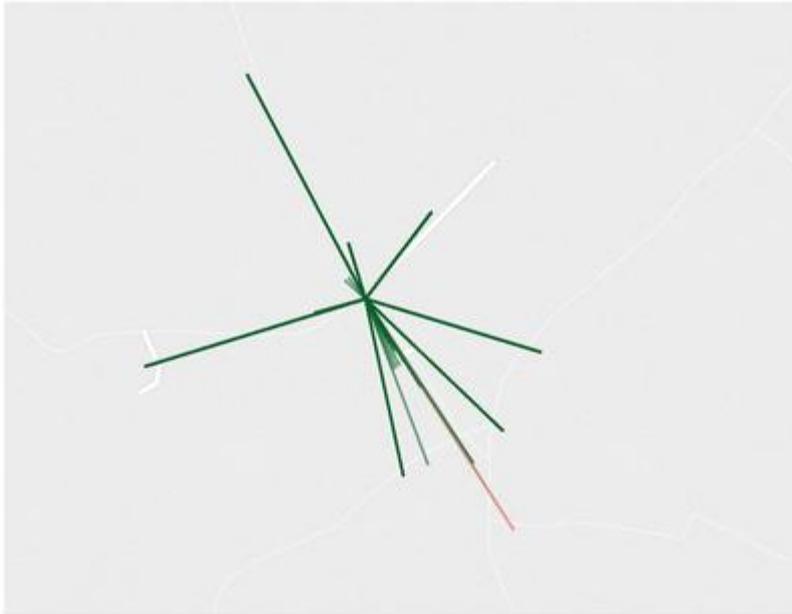
Thank you for your interest.

2. Is the planned improvement to Sambourne is merely to "fibre up" the other cabinets serving us? If so, then the implication is that the improvement will be minimal.
  - a. Contract 2, Part 1, proposes to upgrade Astwood Bank Cabinet 9, situated within Sambourne village and this will have a positive effect for many residences. In addition, CSW will continue to review new technologies/solutions to improve connectivity in areas across Warwickshire.

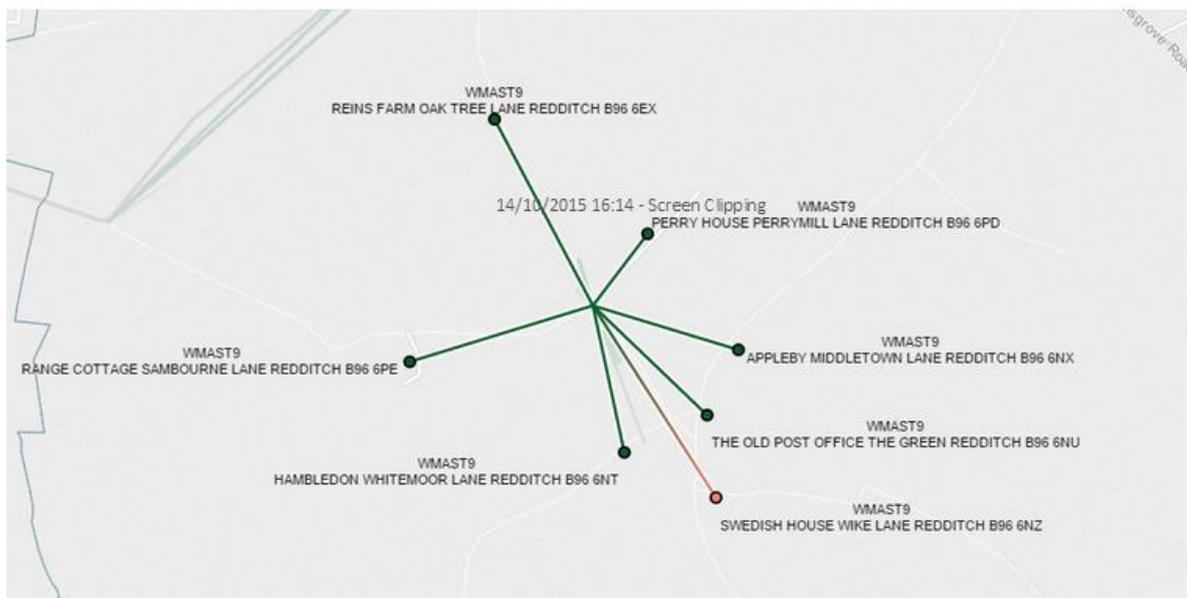
Future planned work under Contract 2 Part 1 includes the survey of Astwood Bank Cabinet 9, which is physically situated in Sambourne.



An analysis of the cabinet and the premises it serves, suggests that there are 140 premises connected to the cabinet and that the majority are relatively close, so will achieve Superfast speeds.



The following shows some of the premises covered. Please note the premise to the far South West. The line colour turns from green to pink/ red. This means that the line length is falling outside potential Superfast speeds but might be above 15Mbps.



We have no definite timescale for this Cabinet to be upgraded but it might fall into 2017/18. We cannot be any more specific until we are informed by our suppliers, BT.

3. When the (first phase of?) work is complete, will this be announced so that residents can assess the extent of any improvement?

- i. Yes, as we have throughout the project we will continue to provide information on deployment and inform communities as implementation develops.

We are now working on Contract 2 Part2, which is aimed at achieving 98% Superfast coverage. This work will include the use of different technical solutions potentially including 'Fibre to the Remote Node'. This technology is the most likely to overcome the problems associated with long copper line lengths. However, this will not be appropriate in certain circumstances.

4. Is it within the scope of the CSW superfast exercise to investigate possible issues arising from cable length or quality, that is the people who report little or no improvement after the work?

- a. CSW continues to work with BT to try to resolve this sort of issue from a generic perspective. In most circumstances, the differing download speeds in particular areas is determined by the particular cabinet to which a premise is connected and the route/length of the copper line for individual premises, as we have explained in answer to question 2 above. There may be other issues affecting line speeds but this is outside the scope of this project and it would be more appropriate to consult BT or the other ISPs or telecoms providers as appropriate if the resident is not receiving the speed predicted in the DSL checker found at <https://www.dslchecker.bt.com>.

For your reference, BT has a product called Unlimited Broadband that offers up to 17Mbps. Availability will depend on you being able to connect to a fibre cabinet, but your predicted speed being below superfast levels. The availability is likely to depend on the infrastructure between your home and the fibre cabinet. For more information go to [http://bt.custhelp.com/app/answers/detail/a\\_id/47740/~/\\_what-is-unlimited-faster-broadband%3F](http://bt.custhelp.com/app/answers/detail/a_id/47740/~/_what-is-unlimited-faster-broadband%3F)

The CSW team has had reports that some residents have experienced difficulties in ordering this service, but we have been assured that the BT sales teams should now be up to speed (pun intended!) with this service. So, if you do experience any problems please let us know and we'll pass the information on to BT.

The CSW project team simply does not have the resources to undertake more detailed research for individual residents in the sub region.

5. There are people in Sambourne who in our survey reported speeds well over 10 Mbps. Is it worth looking at how these are achieved in the context of the mean which appears to be 2-3 Mbps. There may be useful information here of benefit to wider areas of Sambourne.

- a. We believe that the issues raised are most likely due to line length, as explained in question 2 above, and once again, it would be more appropriate to consult BT or the

other ISPs or telecoms providers as appropriate if the resident is not receiving the speed predicted in the DSL checker.

6. Are there any deadlines or milestones of which we should be aware?
  - a. The milestones to be aware of are:
    1. Contract 1 Completes in March 2016.
    2. Contract 2 (Part 1) has been signed and BT have submitted the first draft of their deployment plans and these are being reviewed. Investigation and surveys will begin before December 2015 and it is likely that deployment will begin in Summer 2016. The deployment is due to be completed by September 2018. CSW will communicate the planning by means of a deployment map as has been done over the last two years.

The CSW project team is focused on getting better connectivity to every premise within the CSW sub region and has been recognised by BDUK as one of the most successful project teams across the country. In particular the team has been commended for the level of information that they hold and publicise on the network plans and likely performance.

However, just to confirm that whilst the national BDUK project is aiming to get to 95% Superfast, Warwickshire County Council and its partners are seeking to exceed this, and get Superfast to 98% of premises. This does mean that there will be some premises that will not see an improvement for the foreseeable future. This situation is likely to continue until such time additional funding is made available from government.

John Parmiter

CSW Broadband Team

11<sup>th</sup> November 2015