



Wreningham Parish Council

Clerk to Parish Council:

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Email: clerk.wpc@gmail.com

30 January 2017

Dear Ms O'Kane

Better Broadband for Norfolk

Our Parish Council chair has been in extensive and continued correspondence with you since before superfast broadband through "Fibre to the Cabinet" (FTTC) was finally activated for Wreningham in late September 2015. More recently you will well know that that correspondence has focussed on the 10% of the residences in the parish which will not be able to access this service in the near future, if at all.

To reiterate the particular areas of concern, (not all being very distant from the FTTC enabled cabinets):

- Glebe Close (5 new houses occupied 2006/7) – within 40 metres of the green cabinet but cannot be connected
- Penny's Green (~15 homes) – connected via Exchange Only (EO) lines and have therefore been written off as "too difficult"
- Top end of Hethel Road (many homes whose service operates at 2Mb/s and below) – connected but too far from the cabinet for good service
- Top end of Wymondham Road (~5 houses) – similar to above
- Norwich Road (~4 houses) – EO lines but within 30 metres of the Top Row cabinet.

Of the remaining 90%, many claim that the broadband service contracted is poor, erratic and often drops well below the contracted targets.

The Parish Council considers its duty is to keep pushing for a 100% parish coverage to enable parishioners to realise the benefits (often proclaimed by Government) from the full capabilities of broadband for their households and their businesses. We know that BT proclaims that new technologies are under development and proclaiming that the leading-edge will become even better. But it does not address 10% of our parishioners who are not even on the trailing-edge and are already left behind.

The situation is not static. In Church Road 10 houses are reaching completion early this year; 3 others completed mid-2016 and a further two just starting. The

demand is therefore increasing steadily but we do not have confidence that the infrastructure and service provision will keep up with the small growth we have in the village – let alone across the District & County. The three house development on Church Road hit problems when it was discovered that there were not enough telephone lines to service them all! What hope for the additional homes?

The Parish Council therefore request that you provide a clear statement about your programme and intentions to address, in the near future, that:

1. those EO lines, which have been abandoned to their fate, are adopted and connected to the service
2. those who have inherited poor network/ infrastructure are rewired
3. those experiencing very poor service are brought “up-to-speed”
4. the capacity of the network/infrastructure is sufficient to absorb growth and demand without detriment to existing broadband users.
5. engagement is established with the responsible organisations (OpenReach, BT, SNC, NCC & Government) to ensure that the 5% are not forgotten or left behind by the drive to meet a 95% target for the county/country. s

I am copying this to our MP, Richard Bacon, because he needs to be aware that behind the big targets and all the rhetoric, there are many represented by the 5% who planned to be disadvantaged through having no access to the “fifth utility”.

I look forward to your response.

Yours sincerely

Anne Rayner
Clerk to the Parish Council
cc: R Bacon, MP
C Foulger, NCC Councillor