



**Programme Director
Better Broadband for
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Date: 10th February 2017

Dear Anne,

Re: Better Broadband for Norfolk

Thank you for your letter of 6 February, yes I have had many communications with the Chair of the Parish Council.

I should start by saying that the County Council considers broadband infrastructure a priority and as further funding becomes available coverage will increase towards an ultimate aim to achieve access for 100% of Norfolk properties. However, the funding available for the Better Broadband for Norfolk programme is currently only sufficient to provide access for 95% of Norfolk premises.

To address the issues raised in your letter:

1 - For the 90% of properties with access to Superfast broadband via Fundenhall cabinet 8:

Any resident that has taken a fibre based service and is experiencing issues, should report these to their Internet Service Provider. The ISP will then be able to investigate, and raise a fault with Openreach, if appropriate.

The services and speeds that different ISPs offer are different, I would also recommend that people shop around every time their contract comes up for renewal, in order to ensure the best value for money.

2 - Future needs:

40% fibre capacity remains available on Fundenhall cabinet 8

If the fibre capacity on any cabinet is exhausted it is an Openreach responsibility to add further capacity. This forms part of BT operational processes.

3 - For those properties that are not yet connected:

As previously reported, the work to move these lines to Fundenhall cabinet 8 has been authorised and forms part of the current deployment plan scheduled for the second half of 2017.

As previously advised, these are the addresses I believe will have access to speeds of less than 15Mbps based on the distance of these properties from the cabinet.

House	Road	Village	Post code
YEW VIEW	HETHEL ROAD	WRENINGHAM	NR16 1BB
WELTONS COTTAGE	PENNY GREEN LANE	WRENINGHAM	NR16 1BD
WHITE HOUSE	PENNY GREEN LANE	WRENINGHAM	NR16 1BD
MIDDLEMEADE	PENNY GREEN LANE	WRENINGHAM	NR16 1BD
FIR VIEW	HETHEL ROAD	WRENINGHAM	NR16 1BE
CHERITON COTTAGE	HETHEL ROAD	WRENINGHAM	NR16 1BE
FIR GROVE	HETHEL ROAD	WRENINGHAM	NR16 1BE
13	PENNY GREEN	WRENINGHAM	NR16 1BQ
14	PENNY GREEN	WRENINGHAM	NR16 1BQ
7	PENNY GREEN	WRENINGHAM	NR16 1BQ
9	PENNY GREEN	WRENINGHAM	NR16 1BQ
5	PENNY GREEN	WRENINGHAM	NR16 1BQ
6	PENNY GREEN	WRENINGHAM	NR16 1BQ
10	PENNY GREEN	WRENINGHAM	NR16 1BQ
11	PENNY GREEN	WRENINGHAM	NR16 1BQ
12	PENNY GREEN	WRENINGHAM	NR16 1BQ
8	PENNY GREEN	WRENINGHAM	NR16 1BQ

As further funding becomes available new fibre solutions which are closer to these properties and therefore able to offer faster speeds may become possible. The most likely source of further funding will come from rebates from BT, if more Norfolk properties than expected take a fibre based service.

4 - BT's existing copper network

State aid rules mean that we are unable to invest public subsidy in BT's copper network. A Universal Service Obligation exists which means Openreach is required to provide a telephone line to a property when requested, within a cost cap of £3,400. If issues are encountered when a new line is required, Ofcom provides details on how to raise a complaint.

Yours sincerely,



Karen O'Kane
Programme Director – Better Broadband for Norfolk