

**DROXFORD EXCHANGE SUPERFAST BROADBAND UPDATE  
FROM PETER O'SULLIVAN, MEONSTOKE  
VERSION 2 - COMMUNICATED TUESDAY MAY 23<sup>rd</sup> 2017**

I am writing following 'Our Digital Futures' meeting held in the Meon Hall in November 2016.

At that meeting we received presentations from representatives of the Hampshire County Council/BT BDUK programme (BDUK = Broadband Delivery UK) and from senior representatives of Hampshire County Council & BT.

A film record of this meeting - 'Meon Valley Digital Futures' - is available on YouTube via this link - [goo.gl/uvb5qf](http://goo.gl/uvb5qf)

I am writing now to provide an update on the implementation schedule. I have developed this update with input from, and review by, the Hampshire/BT BDUK team.

I am distributing the update, as best I can, to:

- Residents living, or businesses located in, our villages, and are on my mailing list
- Representatives of the Parish Councils of Droxford, Corhampton & Meonstoke and Soberton; and to the Parish Meeting of Exton; asking that they use their websites/newsletters to bring the update to the attention of residents and businesses that they represent.
- Community organisations serving our villages, and which are on my mailing list

I am copying the update to:

- Councillors representing our communities on Hampshire County & Winchester City Councils; and the South Downs National Park Authority
- Officers of these authorities, involved in the economic development and rural affairs; some of whom attended the November meeting
- The Hampshire/BT BDUK team
  - Other contributors to 'Our Digital Futures' meeting in November 2016

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**Notes from Peter O'Sullivan**

**1. Origin & authorship of the content of this update.**

The content of this update has been provided primarily by, and reviewed with, the Hampshire/BT BDUK team. I have added some information, making clear where I have done so.

**2. This update relates to the superfast broadband service planned by the Hampshire/BT BDUK team and which will be made available via Fibre Optic cable infrastructure being delivered by BT's Openreach subsidiary.**

My understanding is that the decision as to which residents//businesses get what service, and when, are made by the Hampshire/BT BDUK team.

I (and others from our communities) have not been offered the opportunity, or been able, to influence these decisions.

For more information about the Hampshire/BT BDUK project, and to register your interest go to [www.hampshiresuperfastbroadband.com](http://www.hampshiresuperfastbroadband.com) where you are asked "to register your details by clicking the link (on the website page) and we (the Hampshire BDUK team) will email you as soon as services become available."

**3. TEK185, a technology service company based in Droxford, is also developing, and already delivering to some properties in our villages, an alternative solution based on Microwave Broadband. See <http://www.tek185.com/meonvalley-plan> where you can register your interest and request more information.**

**(continued)**

## **HIGHLIGHTS & HEALTH WARNING**

The BDUK team advises that the dates to which this update refers are not guaranteed; the implementation activity may hit unforeseen obstacles causing a delay.

### **STAGE 1 (SCHEDULED FOR JULY – SEPTEMBER 2017)**

**FTTP (Fibre to the Premise)**, offering up to 200 Mbps, will be implemented for properties in specified post codes

The speed will be determined by the contract with the service user's selected superfast broadband provider. The speed will not be degraded by the current infrastructure or distance from the exchange.

The properties that will benefit are businesses and residential properties in selected post codes (listed in this update) in:

- Most of Soberton
- Most of Exton
- Some of Corhampton
- Some of Droxford

Meonstoke will not benefit from Stage 1

### **STAGE 2 (SCHEDULED FOR OCTOBER – DECEMBER 2017)**

**FTTC (Fibre to the Cabinet)**, offering up to 76 Mbps, will be implemented in most of the remaining properties.

The speed will be determined by the contract with the service user's selected superfast broadband provider

The speed achievable will be subject to degradation caused by the current infrastructure (copper and aluminium) and/or distance from the exchange

The properties that will benefit are most (but not all) businesses and residential properties not included in Stage 1 - Soberton, Exton, Corhampton, Droxford; and in Meonstoke (not included in Stage 1)

### **NOT IN STAGE 1 AND STAGE 2**

Some properties will not be in the scope of the Hampshire/BT BDUK plan to provide superfast broadband to 96% of Hampshire properties. The service users in these properties will not benefit from Stage 1 or Stage 2 implementation.

### **WHAT STAGE IS MY PROPERTY IN?**

The update explains how service users can determine in which (if any) stage of implementation they will be included

### **END OF HIGHLIGHTS**

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## **DETAILED UPDATE - BDUK PLANS FOR DELIVERING SUPERFAST BROADBAND TO THE PROPERTIES SERVED BY THE DROXFORD EXCHANGE**

**STAGE 1 IMPLEMENTATION** – currently in plan for the 3Q (third quarter) of this calendar year (July-September 2017)

This is the list of post codes, sorted by villages, which are currently served by the Droxford exchange, and which are within the scope of STAGE 1 Implementation

Corhampton	SO32 3DA / SO32 3ND / SO32 3NS
Droxford	SO32 3PB / SO32 3PD / SO32 3PT / SO32 3PU: / SO32 3PW SO32 3QX / SO32 3QY
Droxford/Soberton	SO32 3PE
Exton	SO32 3LT / SO32 3LW / SO32 3NT / SO32 3NU / SO32 3NW
Soberton	SO32 3PF / SO32 3PH / SO32 3PN / SO32 3PN / SO32 3PS SO32 3PX / SO32 3PY / SO32 3QU / SO32 3RJ: / SO32 3SN
Swanmore	SO32 2QG

The above list of post codes, included within STAGE 1, represent a large part of Soberton and of Exton; and some of Droxford and Corhampton. Meonstoke is not included in STAGE 1.

**Note:** not all properties (residential or business) with the above post codes will be included in STAGE 1 implementation. The properties in the post codes listed above, which will benefit from the STAGE 1 implementation can be identified via the Openreach '*when can I get fibre*' website; see below on how to do this.

The properties which are included in STAGE 1 will be provided with '**FTTP**' fibre optic broadband; **FTTP** is '*FIBRE TO THE PREMISE*' - "*a pure fibre connection all the way from the telephone exchange into your home or business properties*"

The Hampshire/BDUK team advise that this FTTP infrastructure is capable of delivering broadband speeds of up to 330Mbps; currently contracts are available from broadband service providers, for speeds up to 200Mbs. However not all providers offer the faster speeds. See below on how to find what providers offer what speeds, and other services such as TV and telephone.

The FTTP service will not be dependent on, and not degraded by, the existing copper and aluminium infrastructure or by distance from the Droxford exchange. Properties will get the speed which is contracted for.

The speed of the broadband delivered will depend upon the contract entered into with the broadband provider (see below on information about providers and offerings).

Properties in other postcodes served by the Droxford Exchange (as well as some properties in the post codes in the above list) will NOT benefit from this STAGE 1 implementation of FTTP broadband. In particular all of Meonstoke, and most of Droxford, are not included in STAGE 1.

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**STAGE 2 IMPLEMENTATION** – currently in plan for the 4Q (fourth quarter) of this calendar year (October-December 2017)

The STAGE 2 post codes / addresses are not yet available. However they will cover the remaining post codes served by the Droxford Exchange and that are in the Hampshire BDUK plan to reach 96% of properties in Hampshire.

Some properties currently served by the Droxford exchange will not be within the Hampshire BDUK 96% plan and will not be upgraded to superfast broadband by the current Hampshire BDUK programme. They will not be in STAGE 1 or STAGE 2 of the implementation as described in this update.

The properties in STAGE 2 will be served by an '**FTTC**' infrastructure. **FTTC** ('*FIBRE TO THE CABINET*') is a broadband infrastructure which uses fibre optic cables which run from a telephone exchange or distribution point to cabinets, which then connect to existing telephone lines (in our case copper and aluminium) to provide broadband to properties.

Properties in STAGE 2 will be considered to be upgraded to 'superfast' broadband if they achieve speeds of 24Mbps or more; speeds of up to 76Mbps are possible.

Some properties in STAGE 2 (those most distant from the cabinets) may get an improvement on existing broadband speeds but may not achieve the 'superfast' threshold of 24Mbps.

#### **PREMISES NOT IN STAGE 1 OR STAGE 2 AS DESCRIBED ABOVE.**

Some properties may not see any improvement as they are not within the scope of the Hampshire/BDUK 96% coverage plan; and therefore are not in the STAGE 1 or STAGE 2 implementation plans for the Droxford exchange.

#### **HOW DO I KNOW WHETHER MY PROPERTY IS IN STAGE 1 OR STAGE 2 OR NOT INCLUDED IN EITHER?**

Please follow these guidelines:

- Go to [www.homeandwork.openreach.co.uk/when-can-i-get-fibre.aspx](http://www.homeandwork.openreach.co.uk/when-can-i-get-fibre.aspx)
- Enter your post code and then your property name or number

**If your property is in STAGE 1 (FTTP upgrade as explained above)** you will see that you are '**In Scope**' and that: *'Your area is currently in our plans to be upgraded with Fibre to the Properties (FTTP), however we follow a different design and build process for FTTP so you won't see updates at each STAGE. When you are able to place orders you will see the Accepting Orders message. In some instances our FTTP plans change. If this happens you will move through the journey STAGEs normally.'*

**If your property is in STAGE 2 (FTTC upgrade as explained above)** you will see you are '**In Scope**' and that: *"You're in a plan to get Superfast fibre but we haven't started work yet. It'll be built either as part of our fibre programme or through a partnership with your local authority".* It will also show the 'exchange name' as 'Droxford', 'exchange status' as 'Exploring Solutions', and a 'cabinet number' (a number from 1 upwards)

**If you are not in STAGE 1 (FTTP) or STAGE 2 (FTTC) upgrades** (as explained above) you will see the status as '**We are exploring solutions**' and that: *"We're working with government and industry to explore ways to bring Superfast fibre to as many people as possible but don't have a plan for your area yet. You might consider co-funding fibre access in your community. Knowing there's a healthy demand in your area can also really help."*

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## **WHEN I GET UPGRADED HOW DO I PLACE AN ORDER FOR FASTER BROADBAND**

The Openreach website states “*Once fibre is available, the next step is to contact your chosen service provider to place your fibre broadband order*”.

Once your property is enabled to receive a faster broadband speed (through an FTTP or FTTC upgrade) you will have to place an order with a superfast broadband service supplier in order to receive the faster broadband speed; it will not happen automatically.

Many broadband providers can deliver broadband services over the BT/Openreach superfast infrastructure. At present there are fewer ISPs offering service over the FTTP infrastructure than using FTTC.

Ofcom (the telecoms regulator) has accredited a number of price comparison websites which compare broadband packages and prices for a specified post code; the ‘superfast’ offerings will only be available when this is implemented for your property. These comparison websites are listed at [www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/costs-and-billing/price-comparison](http://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/costs-and-billing/price-comparison)

(**Note** that some of the websites listed by Ofcom compare only mobile phone packages)

To get an idea of the range of providers, offerings and prices that will be available to you, enter an existing superfast broadband post code into one of these price comparison websites. e.g. in Bishops Waltham, post code SO32 1DX (which is a superfast FTTC post code) packages are available with speeds up to 76 Mbps. The offerings may also include a TV package and telephone service.

### **Note from Peter O’Sullivan**

I have found a larger list of providers on this website – ‘*Fastershire*’ – “*Bringing Faster broadband to Herefordshire and Gloucestershire*”. This website lists providers which offer broadband services in those two counties, indicating which serve business properties and which serve residential properties. It also distinguishes between those that offer FTTP packages and those that offer FTTC packages. I do not know which of these providers will serve the Droxford exchange.

The range of providers may increase, and the offerings and prices improve, following the recent decision by Ofcom that there should be a legal separation between BT and Openreach. Sharon White, Ofcom Chief Executive, said: ‘This is a significant day for phone and broadband users. The new Openreach will be built to serve all its customers equally, working truly independently and taking investment decisions on behalf of the whole industry – not just BT.’

(continued)

**Note from Peter O’Sullivan – the following is my understanding**

1. If, at the time your property is upgraded (as described in this update) you do not have a broadband contract and you choose **not** to contract for the upgraded broadband service, you will continue **not** to receive any broadband service.
2. If, at the time your property is upgraded (as described in this update), you have a broadband contract but choose not to contract for an upgraded faster service (enabled by FTTP or FTTC) than your current broadband contract, you will continue to receive your current contracted service. This should be delivered at a speed closer to your existing contracted speed. This may be greater than what you are actually experiencing on your existing contract. This is because the degradation caused by our current copper & aluminium infrastructure and distance from the Droxford exchange, the speed you experience prior to the FTTP or FTTC upgrade may be less than the contracted speed.

**END OF UPDATE**

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I hope this communication is clear and helpful

Peter O’Sullivan, Meonstoke

23 May 2017