

# SUPERFAST BROADBAND FOR ELLISFIELD NORTH

APRIL 2018

This update is intended for those that receive their broadband service from the BT cabinet at the junction of Church Lane and College Lane, i.e. cabinet 2 on the Herriard exchange. Please check the map below to verify that you are part of Ellisfield North.

The fibre broadband offering went live in the week commencing 9<sup>th</sup> April and orders are being accepted for the new service. Set out below are the answers to the key questions regarding the acquisition of the new service.

## **Do I have to Upgrade?**

No if you feel that you don't need higher internet speeds, then you can stick with the existing ADSL service for the time being. Inevitably there will come a point when the old service becomes obsolete but this will be a long way off and BT have made no announcements to this effect. The new service is available on an opt in basis and so the default is that nothing will change.

## **What speed will the new service offer?**

The download speed you receive will depend of the distance from the cabinet and therefore the residual length of copper wire. As a rough guide see below but note that actual speeds will be affected by individual line quality:

- Next to the cabinet 80 Mbps
- 500m distance 50 Mbps
- 1km distance 24 Mbps
- Extreme reach of the network (Northgate Lane and Green Lane) 10 + Mbps

## **How do I buy the new service?**

If you are still in contract, then it would probably be wise to get a quote from your existing supplier; otherwise you are free to switch to any supplier that offers services that run on the BT Openreach infrastructure. For a comparison of supplier services, you may find the latest Consumer Association Which? Broadband report (April 2018) a useful source of information. All the services use the same infrastructure and BT Openreach will always provide the necessary maintenance. The choice is primarily one of quality of call centre support, how broadband is packaged with other services and of course price.

## **What is the choice of broadband services?**

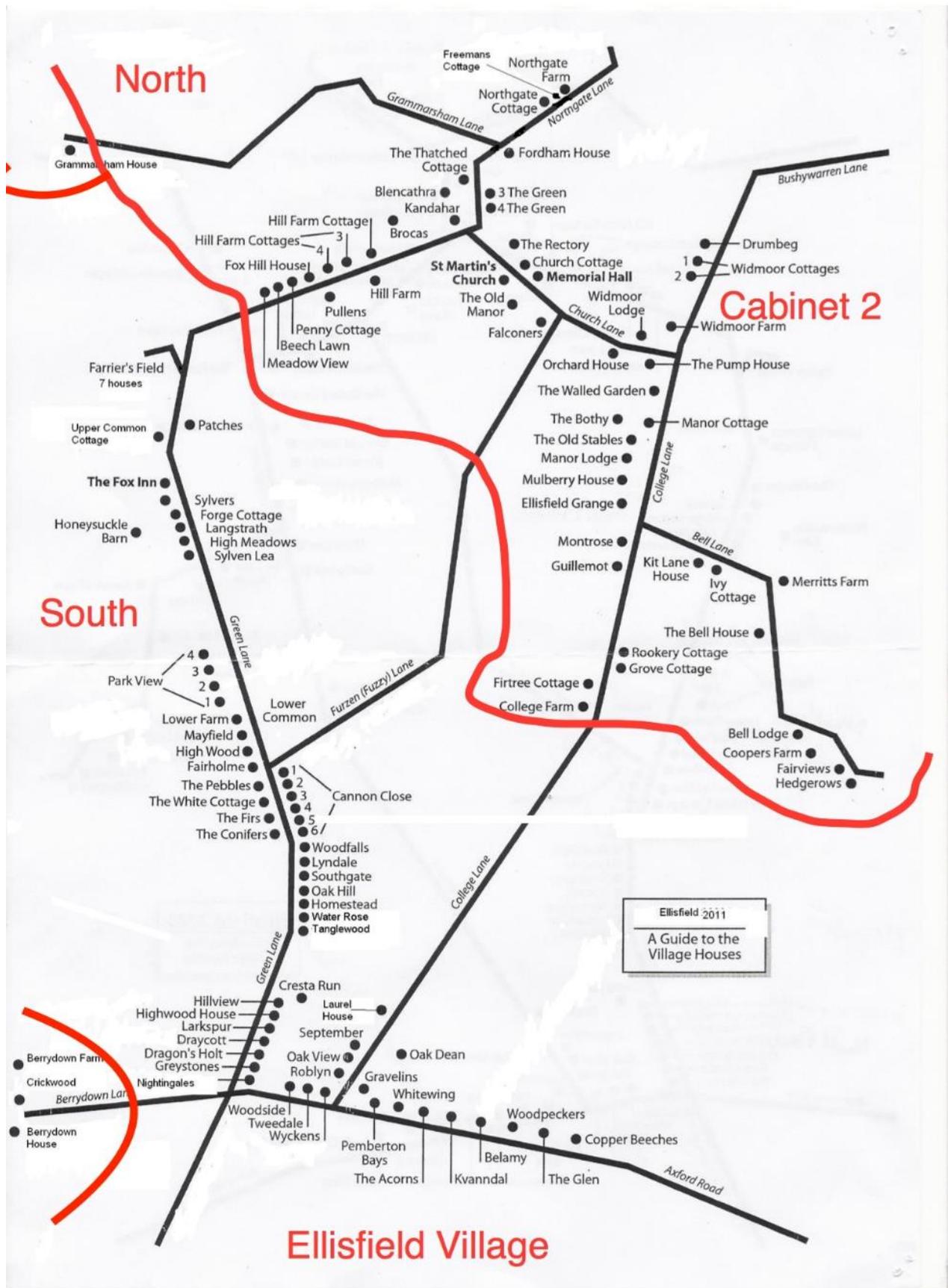
Typically, fibre services are offered at two levels, one with a cap on speed and another the maximum speed that the infrastructure will support. In addition, data allowances can either be unlimited or capped. A quote should give you the estimated range of download and upload speeds, as well as the minimum guaranteed download speed.

## **What will it cost**

This may well vary depending whether you are a new customer or, for existing customers, whether you are in contract and how long before the agreement expires. By way of example using the John Lewis broadband published prices the cost of moving from the old ADSL broadband to "Fibre Extra" i.e. the highest available speed, is £16.50 per month or about £200 per year.

## **Further Questions**

Please e-mail Julian Wright, [julian@ivycottage.aero](mailto:julian@ivycottage.aero)



North

South

Cabinet 2

Ellisfield Village

Ellisfield 2011  
A Guide to the  
Village Houses