

## Frequently Asked Questions (FAQ)

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## 1 HOW FAST WILL IT BE?

The available download speeds on the new service would vary depending on the distance to the cabinet with a maximum of 80 Mbps for those immediately adjacent:

**Table 1: Distance related speed table**

Next to the cabinet	80 Mbps
200m	50 Mbps
300m – 500m	25 – 40 Mbps
500m - 900m	15 - 25 Mbps
900m	15 Mbps
> 900m	10 -15 Mbps (there are some exceptions)

By our rough estimation 56 houses will be within 900m of a cabinet and 45 within 900m - 1,500m, leaving 16 houses, all in the settlement around the Fox, between 1,500m and 1,850m from a cabinet. According to Openreach's estimates there are only 10 of these houses which may not receive 10 Mbps or more. 10 Mbps should enable downloads around 10 times faster than at present (most houses in this category currently get 1.0 Mbps or less).

A number of speed requests have been passed to BT both as direct request from home owners but also to show how the speeds will vary across the South and North away from the two cabinets.

**Table 2: BT indicative speeds at specific properties (pending feedback from BT)**

Copper Beaches	Axford Road	RG25 2QG	Awaiting BT Modelling
Coopers farm	Bell Lane	RG25 2QD	
Ivy Cottage	Bell Lane	RG25 2QD	
The Old Manor	Church Lane	RG25 2QR	
Drumbeg	College Lane	RG25 2QE	
College Farm	College Lane	RG25 2QE	
Northgate Farm	Northgate Lane	RG25 2QT	
Pullens Cottage	Green Lane	RG25 2QP	
Upper Common Cottage	Green Lane	RG25 2QW	
Mayfield	Green Lane	RG25 2QL	
Oak Hill	Green Lane	RG25 2QL	
Penny Cottage	Green Lane	RG25 2QP	
5 Farriers Field	Green Lane	RG25 2QQ	

## 2 **WHAT FUTURE IMPROVEMENTS CAN WE EXPECT TO THE NEW VDSL BASED SERVICE?**

BT Openreach would own the new Ellisfield South and North infrastructure and be responsible for the future proofing of the network. New service improvements would automatically be rolled out and not require further investment from Ellisfield residents. BT's commitment is one of "further and faster" with each new release. For example the first version of Fibre to the Cabinet (Infinity 1) was up to 40 Mbps and now Infinity 2 (as proposed) will deliver up to 80 Mbps.

## 3 **HOW BIG IS THE IMPROVEMENT OF NEW V'S OLD?**

Broadband speeds will improve by a factor in the region of 10 to 80. The fibre infrastructure to the village will be capable of carrying 1Gbps (1,000 Mbps) to each cabinet that's sufficient to deliver a one-hour high-definition movie to the village every 4.5 seconds. Every household could be watching their own film in high-definition and still leave capacity to spare. In others words this is not an incremental improvement, think "transformational".

## 4 **HOW DO I BUY THE SERVICE & WHAT WILL IT COST?**

BT Openreach are responsible for installing and maintaining the infrastructure. You would then buy the service from any one of the 70 or so broadband service providers of which BT Retail is but one. The BT website shows (31/10) the Infinity 2 Fibre to the Cabinet offering available for £28/month plus line rental. This is clearly subject to change and any discounts that existing customers may receive.

## 5 **WHAT HAPPENS TO THE OLD ADSL BROADBAND SERVICE?**

The new service would be available on an opt-in basis, with the old ADSL broadband service remaining by default. Customers of the existing broadband service would be able to continue with their current contracts should they not wish to take advantage of the new fibre to the cabinet offering

The old service would remain as slow as it is today and BT have stated that there will be no further investment. Anyone retaining the existing service would simply fall further and further behind.

## 6 **ISN'T IT GOING TO HAPPEN NEXT YEAR ANYWAY?**

The short answer is no, it's purely incorrect speculation but read on for a full explanation.

It is public domain knowledge that the Herriard Exchange is going live with fibre and that Cabinet 3, which serves Ellisfield South will be enabled for Fibre to the Cabinet Services. EPC and BT have stated many times that Ellsifield is too far away to benefit from the new services for Ellisfield South and cabinet 2 (Ellisfield North) remains purely on the old ADSL service. If BT engineers have been speculating to the contrary then clearly that's incorrect and comments are being passed to the engineering depot to that effect. In addition BT agents may have also indulged in similar speculation but that is equally incorrect. See also below the original reply from BT Openreach on this matter (some acronyms and abbreviations amended for clarity):

**From:** colin.p.brooks@openreach.co.uk [mailto:colin.p.brooks@openreach.co.uk]  
**Sent:** 22 October 2014 22:42  
**To:** Julian Wright; peter.r.cowen@bt.com  
**Subject:** Re: Julian Wright at Ellisfield Hampshire

Julian

I think that was a sales agent talking around cabinet 3 (but would be really interested who has said (can you find out and whether it was service sales agent). I can confirm the following:

Herriard was never a commercial exchange at all. (Not part of the £2,5 bn commercial programme)

So the only cabinets that have been enabled on Herriard are part of BDUK Hampshire programme. - cabinet 3

(no service provider gets advanced notification of either BDUK cabs or private funded cabinets until they are live and “order able” as service providers get the same information at the same time

The only cabinet being done in Herriard is cabinet 3. Under BDUK which is early 2015

Service providers will only have post code data against the cabinet

You and I know that if you are on Ellisfield and on cabinet 3 you will get no uplift due to distance

The Internet Service Provider (ISP) sales agent will not - all they will see is a post code and a cabinet (not the distance from the cabinet as we never share the physical location of the cabinet that with ISPs)

So the upgrade is cabinet 3 but actually that has no benefit to Ellisfield as the maps prove and my presentation reiterated

So they if they wait they are waiting for something that won't benefit them

## 7 **I'VE HAD SO MANY PROBLEMS WITH MY BT SERVICE WHY SHOULD I TRUST THEM?**

Many of us have had endless problems with BT trying to mend our broadband. This leads some people to wonder if we can trust them to do a new project. This project will be under village control. In addition we will establish an implementation team to ensure that teething problems are ironed out quickly and it's as fast as we expect. Finally, as a high-profile private project, we would have considerable influence and visibility.

## 8 **WHAT HAPPENS TO MY PLEDGE?**

We won't draw on your pledge until we are in a position to sign a contract, at which stage we would be due to pay BT half the contract value, with the other half due on completion. We don't yet know the precise timing of other funding sources but we would not anticipate drawing on the pledges until the first quarter of next year. For administrative convenience we would prefer to collect the full pledge at the outset but you will have the option of paying half and signing a legally binding document committing you to pay the balance when demanded, probably nine months later.

## 9 **WHAT CAN WE LEARN FROM OTHER PROJECTS?**

The biggest lesson to be drawn from other projects is the need for a village to be united, all pulling in the same direction. The lifestyle improvements are consistently cited as the key benefit experienced once the new service is live. Additional points regarding contract and implementation matters would be dialed in at the appropriate stage.

## 10 **WHAT'S THE SITUATION WITH THE HAMPSHIRE PROGRAMME?**

The Hampshire Superfast Broadband programme is proceeding as planned but will not include Ellisfield for the time being. It is likely that by the end of 2015 we will be stranded in the pool of the last 3,500 properties in the county with a broadband speed of less than 2 Mbps with no appropriate affordable solution on offer. We have the opportunity to leapfrog the queue and place a contract directly with BT Openreach for "fibre to the cabinet" superfast broadband. BT would deliver the "fibre to the cabinet" service around 9 months after contract signature.

## 11 **WHAT ARE THE BENEFITS OF FASTER BROADBAND?**

There are many benefits of faster broadband speeds, social, quality of life or raw economics. Villages that have commissioned their own BT Fibre to the Cabinet projects have seen a significant reduction in the morning commuter traffic and consequent lifestyle improvement. The simple ability to watch streamed TV (e.g. BBC iPlayer) or movies (e.g. Apple TV) without constant buffering (pausing) is beyond most households in Ellisfield. Sending and receiving e-mails with large attachments is problematic and users of cloud-based services will have found the typical BT speed of 1.0/1.5 Mbps woefully inadequate. Put simply we are at the poor end of the broadband speed spectrum and we have a choice of helping ourselves or waiting for a minimum three year period.

Whether you use the internet or even own a computer, the value of your house will be affected.

The Telegraph had an article in March about Slow Broadband Wiping 20% off house prices:

<http://www.telegraph.co.uk/technology/broadband/10671273/Slow-broadband-wipes-20-off-house-prices.html>

Here is an excerpt that says it all....

“Slow broadband speeds can wipe as much as 20 per cent off the value of properties and lack of superfast connectivity in an area can be a deal-breaker in house sales, property experts have said. With growing numbers of people going online to perform tasks ranging from working to grocery shopping and streaming entertainment, good broadband has become critical. Property search website Rightmove has now added a broadband speed checker to every one of its listings alongside factors such as quality of local schools and transport links.”

Here is a similar article from the Guardian dated early March:

<http://www.theguardian.com/technology/2014/mar/02/fast-broadband-vital-to-homebuyers>

Daily Mail 2.3.14. Sam Webb wrote that slow broadband takes 20% off house prices.

Knight Frank 10.10.14. Sean Hobbs is quoted as saying that last month 2 buyers did not proceed with buying houses because of slow broadband.

## 12 **WHAT ARE BT PROPOSING?**

The village is connected to the Herriard exchange via two cabinets: one at the north end of the village at the junction between Church Lane and College Lane and the other outside the Fur and Feathers pub in Herriard. Four Ellisfield properties, on Berrydown Lane and Grammarsham Lane, are connected to different exchanges and so will not be covered by this initiative. The BT offer is therefore in two parts but will be treated as a single project by EPC, with a total value of £66,329 plus VAT.

### 12.1 **ELLISFIELD SOUTH**

A new fibre-equipped cabinet would be installed at the junction between College Lane and the Axford Road. This would replace the connection to the cabinet outside the Fur and Feathers and covers 66 properties (Axford Road, College Lane below College Farm and Green Lane up to and including Farriers Field). £36,816 plus VAT (£558 + VAT/premise). Please note that this part of the project would have been many times more expensive were it not for the discovery of unused underground cable ducting running all the way to the bottom of College Lane.

### 12.2 **ELLISFIELD NORTH**

The existing cabinet at the junction between College Lane and Church Lane would be converted to offer fibre to the cabinet services. This cabinet serves 50 houses plus the solar farm and anaerobic digester sites (Bell Lane, Green Lane from Meadow View, College Lane from College Farm, Church Lane, Northgate Lane and Bushywarren Lane). £29,513 plus VAT (£568 + VAT/premise).

**Figure 1: Map of BT Indicative Speeds**

(awaiting feedback from BT)