

SUFFOLK BETTER BROADBAND PROGRAMME

NEWSLETTER - AUTUMN 2014



MESSAGE FROM MARK

“ Exciting time for the Suffolk Better Broadband Programme! Our first tranche of

rollouts are going extremely well. We are now well over halfway through our rollout process, and moving into more and more rural areas. We are also continuing to deliver upgrades to people connected directly to the telephone exchange, and therefore ordinarily not able to access fibre broadband. As usual, the tables overleaf contain lists of areas which have gone live last quarter, and also those planned to be live by Christmas. In this edition, we have also added in some additional information about detailed progress with the upgrades, as we are very aware that people spot these green cabinets shooting up everywhere, and want to know when they are live! The reality is that this is the easy bit, and we then have to connect them up to fibre, which often has to travel tens of kilometres to reach them. We also have to arrange for UK Power Networks to come out and connect the power up, and also negotiate way leaves and permissions for ducts and poles.

In addition to our first contract, which will increase the existing coverage achieved by commercial companies to 85%, we have made great strides with solutions for those who are in the other 15% of the county. I should highlight that these are not just rural areas; some of our major towns are still struggling and awaiting upgrades. To address this remaining 15%, we are pleased to announce that we have signed a second contract. This contract will start where the first contract finishes, kicking in late next year to further extend the 85% coverage to 95% by 2017/18.

BT are currently working hard to plan the engineering programme for this, and details will be ready for next year so that we can tell people where they will fall within the second wave of upgrades. We are also set to revise our website map, which we appreciate has been a little difficult for people to use so far. So there is lots of positive news, but for now we have to await the rollout plan so that we can share details of where and when we will be going as a result of our second contract. Ultimately, we are committed to getting to 100% superfast coverage by 2020. ”

FOCUS: NEW TECHNOLOGY TO PUSH FIBRE FURTHER

Taking advantage of new and alternative technology will be critical to realising our aims of higher and higher levels of coverage. Suffolk is the home of BT's Adastral Park research centre, and we are pleased that the county has been chosen as a test bed for some new technology which we hope to roll out as a part of our second contract, starting late next year. One such example is in Witlesham. Here, we wanted to get optical fibre cable into the village to give a much needed upgrade. However, to do this would have required 6KM of road closure, including a railway crossing, which was a real challenge. Instead, we managed to use a high speed wireless link to feed a new green cabinet, bypassing all the civil engineer and roadwork's to give speeds and service levels just the same as if we had bought fibre up. We are also trialling other fibre based innovations, and also working with the CLA and farmers associations to begin to plan innovative "self-dig" developments to get fibre into otherwise harder to reach areas.



CUSTOMER FEEDBACK

"I had my fibre broadband connection made yesterday. I am now getting about 14Mbps download speed which is a tremendous improvement on what I had before. Our house is just over a kilometre from the box at the crossroads to Chelworth so I don't think I can expect much higher speeds (until BT extend the fibre optic cable from there to the Green!!). I am also getting upload speeds in excess of 3Mbps which makes a lot of my work a lot easier and quicker. So hats off to SCC and your broadband campaign. It makes life in villages such as Monks Eleigh a lot easier. **MONKS ELEIGH, JULY 2014**

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BETTER BROADBAND FOR BUSINESS

Business growth, and supporting our local businesses is a key driver for the Suffolk Better Broadband Programme. Although we aren't actively prioritising business areas over other areas, we are very mindful that we need to give our businesses the power to compete and grow. Having already upgraded key industrial areas in Lowestoft (FTTP), Hadleigh, Ipswich and Eye, we are intent on continuing this to ensure all businesses premises have the connection they need. The stats below give an idea of the coverage we have achieved to date:

- Around 70,000 premises now have access to super-fast broadband. Our target is 100,000 by Autumn 2015.
- 8% of these are classified as business premises and 92% as residential premises.
- Business/non-residential premises make up around 5.1% of Suffolk's 350K premises. However, this does not include businesses run from home which is widely understood to be around half of all businesses.
- We are therefore getting to businesses relatively quickly, but of course we will not rest until everyone has the connection they need.

We are always interested to hear from businesses who have benefitted from faster speeds, and to hear about the new technology or new ways of doing business which this has enabled – please feel free to get in touch!

HOW TO GET ONLINE

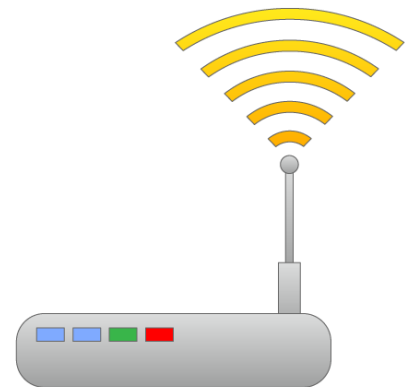
Once an area goes live, better broadband doesn't just happen! You will need to make the decision to subscribe to the new fibre service, following the steps below to upgrade your connection:

Step 1: the first step to getting online is to check that you can access fibre broadband using the Coverage Checker on the Better Broadband in Suffolk Website **and then** confirming with your internet provider. It might be that your provider calls or mails you asking if you want to sign up.

<http://www.betterbroadbandsuffolk.com/LineCheck.aspx>

Step 2: if you can get it you can place an order through your existing broadband provider or select from many retail service providers, and find the package that is right for you. We suggest visiting www.uswitch.com to check the rates for you.

Step 3: once you place an order, you will be connected to the new service, and probably given a new router to distribute the superfast signals around your house or business.



LIST OF AREAS ENABLED LAST PHASE 4

*Correct as of 11th November 2014

EXCHANGE AREA	CABINET AREAS COVERED	POSTCODES SERVED	PREMISES SERVED	FIBRE ORIGIN	SCC COUNCILLORS	COMMENTARY
Beccles	Common Lane North	NR34 9	125	Bungay	Mark Bee, Chris Bunt	Was brought forward from phase 5 due to early progress.
Beyton	Thurston Planche	IP31 3	129	Bury St Edmunds	Penny Otton	High mains power connection cost, approved use of contingency funding
Boxford	Swann St/ Leavenheath	CO10 5	422	Sudbury	James Finch	Land way leave signed.
Bramfield	The Old Vicarage, Bramfield	IP7 3 IP19 9	177	Halesworth	Michael Gower	Land way leave agreed, can now progress.
Brampton	Station Road & Locks Road, Brampton	NR34 8	116	Bungay	Tony Goldson	Mains transformer change required, covered by contingency funding.
Bungay	Lower Olland Street/ St Johns Road	NR35 1	248	Lowestoft	David Ritchie	
Clare	Malting Lane/ Railway Tavern, Stoke-by-Clare	CO10 8	712	Haverhill	Mary Evans	On track
Diss	Redgrave Rd, Palgrave	IP22 1	347	Diss	Jessica Fleming	
Elmswell	Elmswell Rd, Great Ashfield	IP31 3	281	Stowmarket	Jane Storey	
Eriswell	Earlsfield	IP27 9	575	Thetford	Colin Noble	Cabinet needed to be moved due to way leave issue
Felixstowe	Western Avenue/ High Road East	IP11 9	199	Felixstowe	Nick Barber, Graham Newman, John Goodwin	
Glemsford	Hunts Hill & Weavers Drive/ The Broadway/ Kings Rd	CO10 7 CO10 9 IP29 4	1431	Sudbury	Richard Kemp	
Haverhill	Swan Lane	CB9 9 CB9 0	130	Haverhill	Julian Flood, Anne Gower	
Kentford	King's Warren, Warren Road, Red Lodge/ Turnpike Rd, Red Lodge/ Bennett Rd/ Moulton Rd/ Bury Rd/ Herringswell Cross Roads/ The Bell, Kennett/ Freckenham Rd, Red Lodge/ Cavenham Rd, Bury St Edmunds	IP28 8 IP28 6 CB8 7 CB8 8	2351	Newmarket	Lisa Chambers	Power way leave in Kennet agreed so we can progress.
Kesgrave	Playford Road, Little Bealings	IP13 6	129	Ipswich	Christopher Hudson, Robert Whiting	Completed in Phase 4 after previously being deferred due to issues bringing fibre in via Grundisburgh.
Kirton	Opposite White Horse	IP10 0	230	Felixstowe	Patricia O'Brien	
Lakenheath	Wings Road/ High St/ Highfields Estate/ Station Road/ North Road Estate	IP27 9	1643	Thetford	Colin Noble	
Lavenham	Hall Road	IP29 4	549	Sudbury	Jenny Antill	
Mildenhall	Eldo Rd, West Row/ White Horse, West Row/ Shippea Hill Rd, Beck Row/ Smoke House, Beck Row/ High St, Tuddenham/ The Mill, The Street, Icklingham/ Abbey Development/ Hornbeam Rd/ Holborne Avenue	IP28 8 IP28 7	1834	Newmarket	James Waters	
Needham Market	Stowmarket Rd & Freehold Rd/ Barretts Lane/ Chain House Rd/ Grinstead Hill/ Barking Smithy/ Ipswich Rd/ Lion Lane	IP6 8	2055	Stowmarket	Julia Truelove	
Occold	Church Street	IP23 7	277	Dickleburgh	Andrew Stringer	
Pakenham	Church Lane, Thurston	IP31 3	333	Bury St Edmunds	Beccy Hopfensperger	High mains power costs were covered by contingency funds in time for phase 4.
Shottisham	Post Office, Alderton Village	IP12 3	385	Ipswich	Andrew Reid	
Southwold	Walberswick Green & Ferry Road/ Stock's Lane & Lodge Rd, Walberswick	IP18 6	375	Lowestoft	Michael Ladd	Fibre crossing the Walberswick Estuary caused issue, now on track.

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Stanton	Duke street/ Grove Lane/ Hepworth	IP31 2 IP22 2	400	Bury	Joanna Spicer	
Stowmarket	Stowupland Road, Stowmarket	IP14 5	97	Stowmarket	Gary Green, Stephen Searle	
Wickham Market	Ashe Road, Hacheston	IP13 0	91	Saxmundham	Michael Bond	Deferred from phase 2 due to way leave issues and waiting for power connection work to happen. Now completed.
Witnesham	High Rd, Witnesham/ Tuddenham St Martin	IP6 9	437	Ipswich	Peter Bellfield	Blockage in duct cleared under railway crossing.
Wrentham	Mill Lane, Wrentham	NR34 7	305	Lowestoft	Tony Goldson	

LIST OF BROAD AREAS PLANNED FOR UPCOMING PHASE 5

**Note that these are subject to change. The list below shows the whole of phase 5, with some delivery due by December 2014.*

EXCHANGE	AREAS COVERED	POSTCODES SERVED	PREMISES SERVED	FIBRE ORIGIN	SCC COUNCILLORS	COMMENTARY
Barrow	Bury Rd & Mill Lane Barrow	IP5 CO10 9	599	Bury St Edmunds	Terry Clements	Required traffic diversion due to bridge damage but on track for Phase 5.
Beccles	Crowfoot Gardens, Beccles/ London Rd, Beccles	CO10 9 IP16 4	725	Bungay	Mark Bee, Chris Bunt	On track for Phase 5.
Beyton	Rougham Industrial Estate	IP30 9	249	Bury St Edmunds	Penny Otton	Previous delay, on track for Phase 5.
Bildeston	Chelsworth Rd & High St, Bildeston	IP15 5	336	Ipswich	Jenny Antill	On track for Phase 5.
Blundeston	Corton Long Lane	IP16 4	121	Lowestoft	Leonard Jacklin, Bert Poole	On track for Phase 5.
Botesdale	Bells Lane	CO10 8	210	Dickleburgh	Jessica Fleming	Deferred from phase 4. On track for Phase 5.
Bures	Church Square, Bures St Mary	IP24	349	Sudbury	James Finch	On track for Phase 5.
Chevington	Chevington Rd, Chedburgh	IP20	358	Bury St Edmunds	Terry Clements	On track for Phase 5.
Clare	Snow Hill/ Bridlestreet, Clare	CO10 8	358	Haverhill	Mary Evans	Deferred from Phase 4. On track for Phase 5.
Cockfield Green	Lawshall Green	IP29 4	93	Bury St Edmunds	Jenny Antill	On track for Phase 5.
Copdock	Elm Cottage, London Road	NR33 7	272	Ipswich	David Busby	On track for Phase 5.
Debenham	Low Rd & Gardeners Rd/ High St, Cross Green	IP6 IP23 7	819	Stowmarket	Matthew Hicks	On track for Phase 5.
Dedham	Stratford St Mary	CO7 6	229		Gordon Jones	On track for Phase 5.
Elmswell	St Edmunds Drive	CO7 6	279	Stowmarket	Jane Storey	On track for Phase 5.
Elveden	Barnham Cross, Elveden	IP24 2	193	Thetford	Reg Silvester	Cabinet on Barnham Cross deferred from phase 4 due to fibre cable reroute and high mains power cost. High power cost quote was received and approved, on track for Phase 5.
Exning	Church Street, Exning	CB8	210	Newmarket	David Hudson	On track for Phase 5.
Felixstowe Dock	Barracks Carr Rd	IP9 2	95	Felixstowe	Nick Barber, Graham Newman, John Goodwin	Disrupted by way leave issue, on track for Phase 5.
Foxhall	Felixstowe Rd / Priory Park	IP10 0	126	Ipswich	Patricia O'Brien	On track for Phase 5.
Framlingham	Fore St	IP13	121	Saxmundham	Stephen Burroughes	On track for Phase 5.
Glemsford	Melford Rd & Pentlow Drive, Cavendish	CO10	300	Sudbury	Richard Kemp	Deferred from phase 4 due to mains power way leave and re-routing the copper lines. On track for Phase 5.
Grundisburgh	Grundisburgh Exchange, Meeting Lane	IP13	382	Ipswich	Peter Bellfield	On track for Phase 5.
Hadleigh	Magdalen Road, Hadleigh/ Upper Layham	IP7 5	830	Ipswich	Brian Riley	On track for Phase 5.

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Harleston	Mendham Lane & Low Rd	IP20	92	Dickleburgh	Penny Otton	On track for Phase 5 but dependent on Norfolk section of fibre cabling.
Hartest	Lawshall Rd & Hartest Hill, Hartest/ Lambs Lane, Lawshall, Bury St Edmunds/ The Green, Brockley, Bury St Edmunds	IP29	561	Bury St Edmunds	Richard Kemp	On track for Phase 5.
Hintlesham	Telephone Exchange, Chattisham Lane, Hintlesham	IP8 3	136	Ipswich	David Busby	On track for Phase 5.
Holbrook	Holbrook Rd	IP9	321	Ipswich	David Wood	On track for Phase 5.
Horringer	Meadow Drive & Orchard Lane, Horringer	IP29	197	Bury St Edmunds	Terry Clements	On track for Phase 5.
Hoxne	Heckfield Green & Wittons Lane, Hoxne	IP21	262	Dickleburgh	Guy McGregor	On track for Phase 5 but dependent on Norfolk section of fibre cabling.
Kesgrave	Main Rd, Kesgrave	IP5	218	Ipswich	Christopher Hudson, Robert Whiting	On track for Phase 5.
Lavenham	The Common junction Brent Leigh Rd, Lavenham/ High St, Lavenham	CO10 9	517	Sudbury	Jenny Antill	On track for Phase 5.
Lowestoft (Oulton)	Harbour Road, Lowestoft	NR32 3L	16	Lowestoft	Leonard Jacklin and Bert Poole	On track for Phase 5.
Mellis	Mill lane High St/ Yaxley Rd	IP23 8	597	Dickleburgh	Jessica Fleming	On track for Phase 5.
Mendlesham	Mill Road, Mendlesham	IP14 5	91	Stowmarket	Andrew Stringer	On track for Phase 5.
Needham Market	Needham market Exchange, School St/ High St & Coddendam Rd, Needham Market	IP6 8	564	Stowmarket	Julia Truelove	On track for Phase 5.
Newmarket	Wellington St, Newmarket	CB8	38	Newmarket	David Hudson	On track for Phase 5.
Orford	Orford Exchange, Mill Broadway/ Front St & Ferry Rd, Orford/ Woodbridge Rd & Church Rd, Butley/ Broad St & Quay St, Orford	IP12	600	Eyke	Andrew Reid	On track for Phase 5 but awaiting UK Power Networks estimates for a mains power extension.
Pakenham	Pakenham Exchange, Paccas Close	IP31	206	Bury St Edmunds	Beccy Hopfensperger	On track for Phase 5.
Rattlesden	Reedhouse Farm	IP14 3	148	Stowmarket	Penny Otton	On track for Phase 5.
Saxmundham	Saxmundham Exchange, High St/ Carlton Hill Rd & Yarmouth Rd/ Main Rd, Kelsale/ Low St, Farnham	IP17 1 IP17 2	1346	Saxmundham	Michael Gower	On track for Phase 5.
Shotley	Kitchener Way, Ipswich	IP9	216	Ipswich	David Wood	On track for Phase 5.
Shottisham	Hollesley Rd & Villa Hill, Shottisham	IP12	140	Ipswich	Andrew Reid	On track for Phase 5 but way leave required for cabinet.
Sicklesmere	Larksfields Corner/ Bradfield St George, Sicklesmere/ Bury Rd	IP30 0	617	Bury St Edmunds	Terry Clements	Deferred from phase 4 due to unforeseen road closures. On track for Phase 5.
Snape	Church Rd, Snape/ Bridge Rd, Snape	IP12 2	282	Saxmundham	Andrew Reid	On track for Phase 5
Southwold	Fire Station, Mights Rd, Southwold	IP18 6	389	Lowestoft	Michael Ladd	On track for Phase 5.
Westleton	Westleton Exchange, The Hill	IP17	283	Saxmundham	Michael Gower	On track for Phase 5.
Wickham Market	Telephone Exchange, Border Cot Lane	IP13 0	335	Saxmundham	Michael Bond	On track for Phase 5.
Wickhambrook	Thorn's Corner/ Cowlinge Rd, Stradishall	CB8	487	Haverhill	Mary Evans	On track for Phase 5.
Witnesham	Opposite Blacksmiths Cottage	IP6 9	102	Ipswich	Peter Bellfield	On track for Phase 5.
Woodbridge	Woodbridge Telephone Exchange, Station Rd	IP12	503	Ipswich	Caroline Page	On track for Phase 5.

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