

SUFFOLK BETTER BROADBAND PROGRAMME

NEWSLETTER - WINTER 2014



MESSAGE FROM MARK

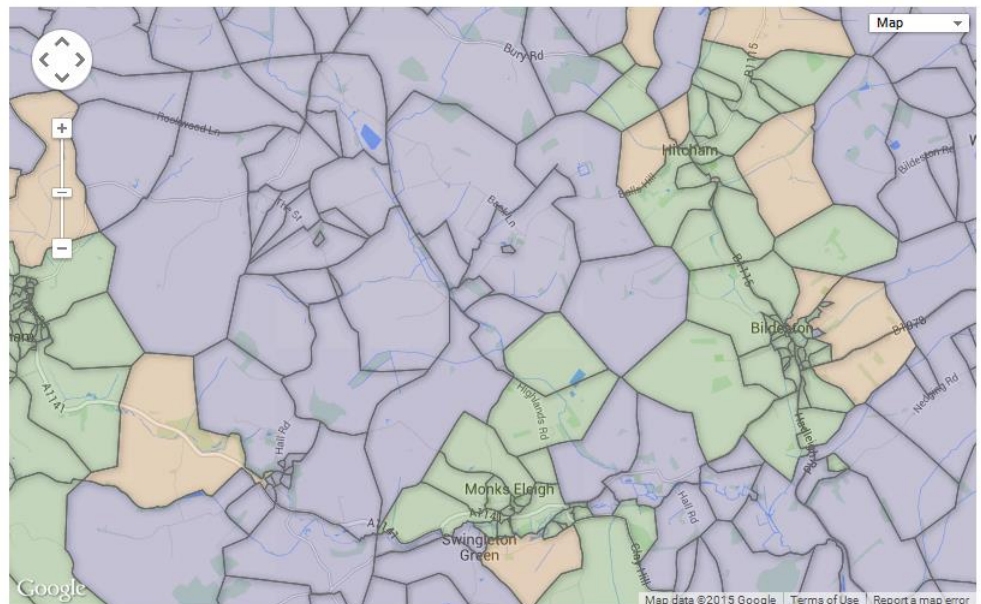
"The Suffolk Better Broadband Programme continues to make excellent progress across the county. We are now around three quarters of the way through our first tranche of upgrades, which will get us to 85% coverage overall by Autumn this year. As usual, the tables towards the end of this newsletter document the areas enabled over the past three months, and those which we are working towards over the coming few months.

Over the next three months we will be placing emphasis on some of our rural "fibre to the premise" upgrades, as well as lots of focus on adding new green cabinets where there previously were none.

We are always very conscious that until you have felt the benefit of fibre broadband, all this progress seems very distant, and this is why we were the first county in the UK to agree a second round of upgrades to get us to at least 95% coverage by 2017/18. We are currently refining the details of this coverage, and it will be released by October this year, and we certainly hope to include some of the new technologies which we have been trialling in Suffolk, meaning the cabinet locations, lengths of copper line and similar technical challenges are a thing of the past. We will of course seek to remain ahead of target, and share information as quickly as we possibly can. "

FOCUS: REVISED WEBSITE COVERAGE MAP

We are extremely pleased that we have been able to revise the website mapping functionality. This now shows all the areas we expect to have coverage to by September 2015, which completes the first tranche of upgrades to 85% coverage. As we refine the details of the second round of upgrades (by October this year), we will again



update the mapping to share the information. We are also pleased that the street detail is now visible, which we hope will make it easier for residents and businesses to home into particular areas.

CUSTOMER FEEDBACK

"My fibre service was activated 6 Jan with no fuss or difficulty. It is initially providing a 70 mb download rather than the 1.5 I previously had. Thank to everyone who has made this possible. I was made aware of this as my BT contract was coming up for renewal, I have noticed there is no sticker on the cabinet to make people aware that super fast broadband is available as I have seen in other areas." . HEPWORTH, JANUARY 2015



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:

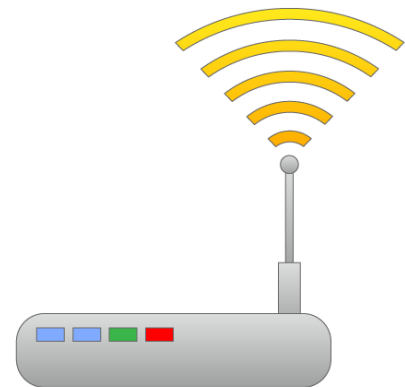
Step 1: the first step to getting online is to check that you can access fibre broadband using the Coverage Checker on the Better Broadband in Suffolk Website **and then** confirming with your internet provider. It might be that your provider calls or mails you asking if you want to sign up. It is important to shop around, as your existing service provider may not yet be offering a fibre service.

<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.

Read our business case studies at: <http://www.betterbroadbandsuffolk.com/Page.aspx?ID=10>



LIST OF AREAS BEING ENABLED PHASES 5 AND 6 (Dec 14 to Mar 15)

*Correct as of February 15

EXCHANGE AREA	CABINET AREAS COVERED	POSTCODES SERVED	PREMISES SERVED	FIBRE ORIGIN	SCC COUNCILLORS	COMMENTARY
Barrow	Bury Rd, Barrow	IP29 5	599	Bury St Edmunds	Terry Clements	Exchange Only Lines. Traffic diversion due to bridge damage causing complications.
Beccles	Crowfoot Gardens, Beccles; London Rd, Beccles	NR34 9	725	Bungay	Mark Bee, Chris Punt	Exchange Only Lines, replacement cabling required.
Bildeston	High St, Bildeston	IP7 7	336	Ipswich	Jenny Antill	Exchange Only Lines
Blundeston	Corton Long Lane, Corton	NR32 5	121	Lowestoft	Leonard Jacklin, Bert Poole	
Botesdale	Bells Lane, Hinderclay	IP22 1	210	Dickleburgh	Jessica Fleming	
Bures	Church Square, Bures	CO8 5	349	Sudbury	James Finch	
Chevington	Chevington Rd, Chedburgh	IP29 4	358	Bury St Edmunds	Terry Clements	
Clare	Snow Hill/Bridewell St, Clare	CO10 8	385	Haverhill	Mary Evans	
Cockfield Green	Lawshall Green	IP29 4	93	Bury St Edmunds	Jenny Antill	
Copdock	London Rd, Copdock	IP8 3	272	Ipswich	David Busby	Exchange Only Lines
Debenham	Low Rd/Gardeners Rd, Debenham; Cross Green, Debenham; High St, Debenham	IP14 6	628	Stowmarket	Matthew Hicks	Complication with fibre cabling on Low Rd/ Gardeners Rd., on track.
Dedham	Lower St, Stratford St Mary	CO7 6	229	Dedham	Gordon Jones	Dependent on Essex fibre spine
Elmswell	St Edmunds Drive	IP30 9	395	Stowmarket	Jane Storey	
Elveden	Barnham Cross, Elveden	IP24 2	193	Thetford	Reg Silvester	Delayed from Phase 4 due to a high power provision cost and requirement to commit contingency funding.
Exning	Church Street, Exning	CB8 7	210	Newmarket	David Hudson	
Felixstowe Dock	Carr Rd, Felixstowe	IP11 2 IP11 3	95	Felixstowe	Nick Barber, Graham Newman, John Goodwin	Wayleave on Cab
Foxhall	Felixstowe Rd, Foxhall; Priory Park	IP10 0	126	Ipswich	Patricia O'Brien	
Framlingham	Fore St, Framlingham	IP13 9	388	Saxmundham	Stephen Burroughes	Exchange Only Lines
Glemsford	Pentlow Drive, Cavendish	CO10 8	300	Sudbury	Richard Kemp	
Grundisburgh	Meeting Lane, Grundisburgh	IP13 6	382	Ipswich	Peter Bellfield	Exchange Only Lines
Hadleigh	Magdalen Rd, Hadleigh; The St, Upper Layham	IP7 5	630	Ipswich	Brian Riley	Magdalen Rd Exchange Only Lines
Harleston	Mendham Ln, Harleston	IP20 9	92	Dickleburgh	Penny Otton	Dependent on Norfolk Spine
Hartest	Lawshall Rd, Hartest; Lambs Lane, Lawshall; The Green, Brockley	IP29 4	561	Bury St Edmunds	Richard Kemp	Lawshall Rd, Hartest Exchange Only Lines
Hintlesham	Chattisham Ln, Hintlesham	IP8 3	136	Ipswich	David Busby	Property wayleave for cabinet location required.
Holbrook	Holbrook Rd, Stutton	IP9 2	108	Ipswich	David Wood	Exchange Only Lines
Horringer	Meadow Drive, Horringer	IP29 5	197	Bury St Edmunds	Terry Clements	
Hoxne	Wittons Ln, Heckfield Green	IP21 5	262	Dickleburgh	Guy McGregor	
Kesgrave	Main Rd, Kesgrave	IP5 1 IP5 2	218	Ipswich	Christopher Hudson, Robert Whiting	Exchange Only Lines
Lavenham	Brent Eleigh Rd, Lavenham; High St, Lavenham	CO10 9	517	Sudbury	Jenny Antill	
Lowestoft	Harbour Road, Lowestoft	NR32 3	16	Lowestoft	Leonard Jacklin and Bert Poole	
Mellis	Mill Ln/High St, Gislingham; Yaxley Rd, Mellis	IP23 8	597	Dickleburgh	Jessica Fleming	
Mendlesham	Mill Rd, Mendlesham	IP14 5	356	Stowmarket	Andrew Stringer	Exchange Only Lines
Needham Market	School St; High St, Needham Market	IP6 8	376	Stowmarket	Julia Truelove	Exchange Only Lines
Newmarket	Wellington St, Newmarket	CB8 0	38	Newmarket	David Hudson	

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Orford	Mill Broadway, Orford; Ferry St, Orford; Broad St, Orford; Woodbridge Rd junction Church Rd, Butley.	IP12 2 IP12 3	600	Eyeke	Andrew Reid	Mill Broadway Exchange Only Lines
Pakenham	Paccas Close, Pakenham	IP31 2	206	Bury St Edmunds	Beccy Hopfensperger	Exchange Only Lines
Rattlesden	Reedhouse Farm	IP14 3	148	Stowmarket	Penny Otton	
Saxmundham	High St, Saxmundham; Carlton Rd, Carlton; Main Rd, Kelsale; The St, Farnham	IP17 2 IP17 1	1346	Saxmundham	Michael Gower	
Shotley	Kitchener Way, Shotley Gate	IP9 1	216	Ipswich	David Wood	Exchange Only Lines
Shottisham	Hollesley Rd, Shottisham	IP12 3	140	Ipswich	Andrew Reid	Wayleave negotiation for cabinet location. On track but fibre spine yet to be completed.
Sicklesmere	Hawstead Lane, Sicklesmere; Bradfield St George; Bury Road	IP30 0	617	Bury St Edmunds	Terry Clements	
Snape	The Glebes, Snape; Bridge Rd, Snape	IP17 1	282	Saxmundham	Andrew Reid	Exchange Only Lines
Southwold	Mights Rd, Southwold	IP18 6	389	Lowestoft	Michael Ladd	Exchange Only Lines
Westleton	The Hill, Westleton	IP17 3	283	Saxmundham	Michael Gower	Exchange Only Lines
Wickham Market	Border Cot Lane, Wickham Market	IP13 0	335	Saxmundham	Michael Bond	Exchange Only Lines
Wickhambrook	Thorns Corner, Wickhambrook; Cowlinge Rd, Stradishall	CB8 8	258	Haverhill	Mary Evans	
Witnesham	Blacksmiths Cottage, Witnesham	IP6 9	102	Ipswich	Peter Bellfield	Exchange Only Lines
Woodbridge	Woodbridge telephone exchange	IP12	252	Ipswich	Caroline Page	Exchange Only Lines

LIST OF BROAD AREAS PLANNED FOR UPCOMING PHASE 6 (Mar 15 – Sep 15)

**Note that these are subject to change. The list below shows the whole of phase 6.*

EXCHANGE	AREAS COVERED	POSTCODES SERVED	PREMISES SERVED	FIBRE ORIGIN	SCC COUNCILLORS	COMMENTARY
Aldeburgh	Alde Lane, Aldeburgh	IP15 5	385	Saxmundham	Richard Smith	Exchange Only Lines. Build in Progress.
Beyton	Rougham Industrial Estate	IP30 9	249	Bury St Edmunds	Terry Clements	Dependent on Wayleave negotiations.
Botesdale	The Street, Botesdale	IP22 1	347	Dickleburgh	Jessica Fleming	Exchange Only Lines. On track for phase 6.
Boxford	Swan St, Boxford	CO10 5	185	Sudbury	James Finch	Exchange Only Lines, build in progress
Brandon	Beavor Ln, Brandon	IP27 0	226	Thetford	Reg Silvester	Exchange Only Lines, build in progress
Clare	Stoke Rd, Clare	CO10 8	202	Haverhill	Mary Evans	Exchange Only Lines, build in progress
Claydon	Old Ipswich Rd, Claydon	IP6 0	158	Ipswich	John Field	Exchange Only Lines, build in progress
Eriswell	Bangor Rd and Norwich Rd, RAF Lakenheath	IP27 9	617	Thetford	Colin Noble	Civil and Power wayleave – American airbase. Discussions ongoing, slight risk relating to mains power provision.
Eye	Hutton Court, Eye	IP23 7	313	Dickleburgh	Guy McGregor	Exchange Only Lines, build in progress
Eyeke	Acer Rd, Rendlesham; Redwald Rd, Rendlesham; Eyeke Rd, Bromeswell; Church Ln, Eyeke; Lower St, Ufford	IP12 2 IP13 6	1555	Eyeke	Andrew Reid	Builds in Progress
Felixstowe	Beatrice Avenue, Felixstowe; Valley Walk, Felixstowe; High Rd East, Felixstowe	IP11 9	550	Felixstowe	Nick Barber, Graham Newman, John Goodwin	Exchange Only Lines
Halesworth	Holton Rd, Halesworth; Halesworth Exchange, Bridge St	IP19 8	647	Halesworth	Tony Goldson	Build in Progress
Haverhill	Swan Ln, Haverhill	CB9 8 CB9 0	130	Haverhill	Julian Flood, Tony Brown	Deferred from Phase 4 due to cabinet position in the town.

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Kessingland	Market Place, Kessingland; High St, Kessingland	NR33 7	798	Lowestoft	Michael Ladd	Exchange Only Lines, build in progress
Kirton	Falkenham Rd, Kirton	IP10 0	345	Felixstowe	Patricia O'Brien	Exchange Only Lines, build in progress
Leiston	High St, Leiston; Sizewell Road, Leiston	IP16 4	657	Saxmundham	Richard Smith	Exchange Only Line. Build in Progress.
Lowestoft	Clapham Road South, Lowestoft; London Rd, Kessingland; Surrey St, Lowestoft	NR32 2 NR32 1 NR33 7	601	Lowestoft	Janet Craig, Keith Patience, Michael Ladd	Exchange Only Line. Build in Progress.
Mildenhall	Queensway, Mildenhall	IP28 7	230	Newmarket	James Waters	Exchange Only Lines, build in progress.
Nacton	The Street, Nacton	IP10 0	180	Ipswich	Patricia O'Brien	Exchange Only Line. Build in Progress.
Newmarket	Fordham Road, Newmarket	CB8 7	74	Newmarket	David Hudson	Build in Progress.
Rendham	Bruisyard Rd, Rendham	IP17 2	142	Saxmundham	Stephen Burroughes	Exchange Only Lines, build in progress
Ridgewell	Mill Rd, Ridgewell (Essex Border)	CO9 4	73	Haverhill	David Finch (Essex County Council)	Build in Progress
Shotley	Main Rd, Shotley Gate	IP9 1	432	Ipswich	David Wood	Build in Progress.
Shottisham	Alderton Rd, Hollesley; Outside Post Office, Alderton	IP12 3	553	Ipswich	Andrew Reid	Exchange Only Lines, build in progress
Stonham	Stowmarket Rd, Stonham Aspel	IP14 6	141	Stowmarket	Matthew Hicks	Exchange Only Lines, build in progress
Stowmarket	Market Place, Stowmarket; Kensington Rd, Stowmarket	IP14 1	466	Stowmarket	Gary Green, Stephen Searle	Exchange Only Lines, build in progress
Thurlow	Fox Farm, Great Bradley	CB8 9	150	Haverhill	Mary Evans	Build in progress.
Witnesham	America Hill, Witnesham	IP6 9	108	Ipswich	Peter Bellfield	Exchange Only Lines, build in progress
Woodbridge	Station Rd, Woodbridge	IP12 4 IP12 1	251	Ipswich	Caroline Page	Exchange Only Lines, build in progress
Woolverstone	Main Rd, Woolverstone	IP9 1	73	Ipswich	David Wood	Exchange Only Lines, build in progress

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