![Leicestershire County Council logo]

SUPERFAST BROADBAND FOR RATCLIFFE ON THE WREAKE

This newsletter is intended to provide background information on plans to bring superfast broadband access to Ratcliffe on the Wreake. It includes an FAQ section with some of the most commonly asked questions. If anyone would like to query anything not covered they can contact the County Council Broadband Team at broadband@leics.gov.uk

WHAT IS SUPERFAST LEICESTERSHIRE?

The Superfast Leicestershire programme launched in 2013 and is a multi-million pound partnership managed by the County Council and delivered by BT. It is funded by the County Council, BT, Government, through Broadband Delivery UK (BDUK), European Regional Development Fund (ERDF), The Leicester and Leicestershire Enterprise Partnership (LLEP) Local Growth Fund (LGF) as well as the City and district councils.

Commercially, through network operators such as BT, Virgin Media, Gigaclear and others, 81% of the Leicestershire was served with access to superfast broadband by 2013. This left behind tens of thousands of properties stuck on slow broadband speeds.

Superfast Leicestershire uses public funds to subsidise (gap fund) the deployment of fibre broadband to areas where there is a market failure. These are areas were no operator has any plans to commercially fund upgrades to fibre. Our programme is now in its second Phase with a Phase 3 in the early stages of development. The infrastructure build for Phase 1 of the programme was complete at the end of March 2016. It involved the

installation of over 300 roadside broadband cabinets and almost 200 miles of fibre cable which increased superfast coverage to 92% of properties. In total 7,000 business and 58,000 homes benefited through Phase 1.

The County Council awarded a Phase 2 contract to BT in March 2015 and by April 2016 the build stage was underway. By December 2017 a further 17,000 properties will gain access to superfast broadband. Ratcliffe on the Wreake is included with the Phase 2 plans.

PLANS FOR RATCLIFFE ON THE WREAKE

Most properties in Ratcliffe on the Wreake are currently connected to a telephone cabinet located in neighbouring Thrussington. We upgraded this cabinet to fibre earlier this year; however it is located too far away to provide speed uplifts to anyone in Ratcliffe. The Thrussington cabinet is called Rearsby 1 and was only ever intended to bring superfast access to people in Thrussington itself. Upgrades for Ratcliffe on the Wreak are due for completion between June and December 2017. A small number of properties in the village are to be upgraded in 2018.

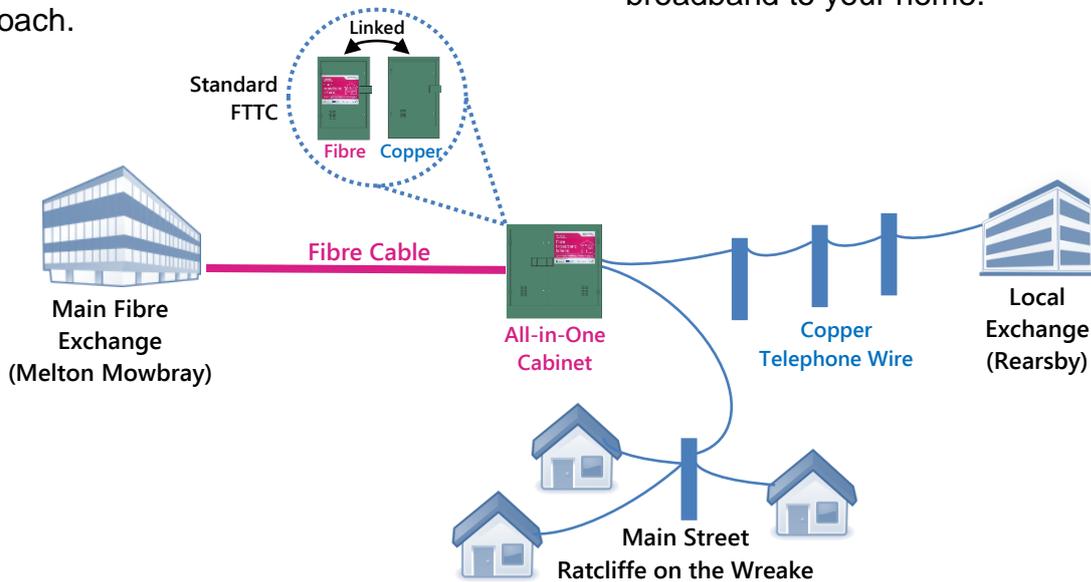![Get faster broadband Superfast Leicestershire logo]

THE TECHNOLOGY

Most properties in Ratcliffe on the Wreake will gain access to superfast broadband through a Fibre-to-the-Cabinet (FTTC) solution. FTTC involves running fibre optic cables from the main fibre telephone exchange in Melton Mowbray to a new roadside fibre cabinet which will then connect to the existing copper network.
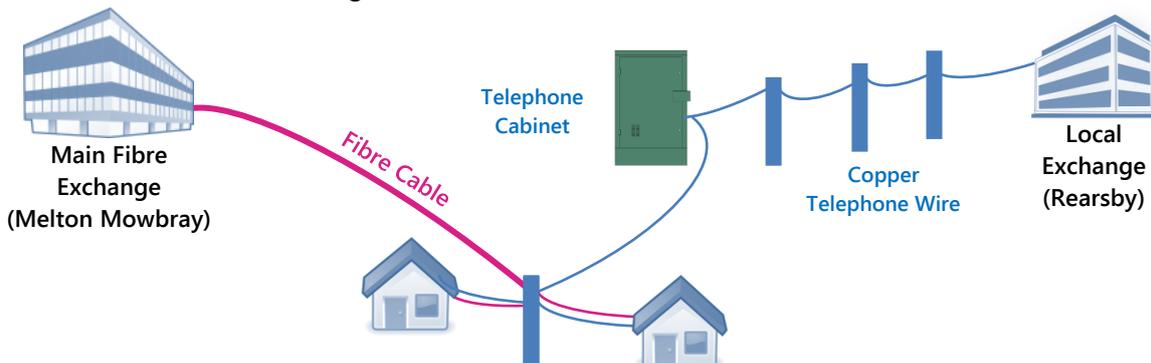
FTTC usually involves connecting the new fibre cabinet to a copper cabinet that is already in place; however, as there is no copper cabinet located in Ratcliffe on the Wreake, we need to use a different approach.

This will involve the installation of an All-in-One cabinet in the village which is a single roadside box that houses both fibre and copper components. We will then need to rearrange the copper network so that lines are removed from where they currently connect in Thrussington and move them into this new cabinet.

This type of installation involves complex engineering and is much more challenging than standard upgrades. The diagram below gives you an idea of how the new network will bring superfast broadband to your home.

We know that it will not be possible to reach all properties in the village with this All-in-One solution and until very recently some properties were due to miss out. The good news is that we now have plans to return to the village through our Phase 2 Extension during 2018. We are due to publicise details of this extension in mid-July 2017. We will be using Fibre to the Premise (FTTP) to connect the few remaining unserved properties in Ratcliffe on the Wreake between January and September next year. Speeds will be 330Mbps for those due to benefit. The diagram below shows how it will work.

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FAQS

1. When superfast broadband becomes available in Ratcliffe on the Wreak, will my broadband simply get faster without me taking any action?

No. To get superfast fibre broadband, you'll need to place an order with a provider. This could be your existing provider or a new provider. You just need to ask for fibre broadband. In some instances an engineer will need to visit your home or business to install the necessary equipment.

If you choose not to upgrade you'll be able to continue using your existing broadband service as normal.

We will announce when the cabinet goes 'live' on our website, via Twitter and through our regular email updates. To register for these, sign up here:

http://www.superfastleicestershire.org.uk/register-for-notifications/

superfastleicestershire.org.uk

@LeicsCountyHall

2. What sort of speeds can I realistically expect once I upgrade?

Fibre to the cabinet (FTTC) connection speeds will vary depending on a number of factors. Those closest to the cabinet will gain access to speeds of 80Mbps. The average speed delivered by the Superfast Leicestershire programme is 55Mbps.

Factors impacting the final speed attained at a particular premise connected by FTTC include the distance from the cabinet and the wiring within your home or business.

Fibre to the premises (FTTP) connections are all capable of 330Mbps but your service provider may offer a range of packages to suit different needs. You will still be able to order an FTTC speed service at the same cost as FTTC customers.

3. Why can't everyone be upgraded with FTTP?

We would love to be able to upgrade everyone in the county using ultrafast FTTP technology but the costs would be prohibitively expensive. We use FTTC as this brings fantastic superfast speeds to the most properties at a more affordable cost for the public sector investment. We use FTTP only were it would be more expensive to use FTTC. For example, in Ratcliffe on the Wreake there are a handful of properties that we can't reach though our planned FTTC solution.

The cost of connecting these properties using FTTP is less than installing a second or even a third FTTC cabinet. Where we to use FTTP for the entire village, the balance would tip into an extremely high cost range meaning we might have to remove other areas from the rollout.

4. When I see the new cabinet stood in the village, does this mean it can take orders?

No. We may stand the cabinet long before the area is set to go 'live'. We will then need to connect fibre cabling to the new cabinet, install all the internal components, connect it to power and link it to the existing copper telephone network. For Ratcliffe on the Wreake, this is complicated further by the need to

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rearrange the existing copper telephone network which is a complex engineering task.

5. Can I speed up the roll-out in Ratcliffe on the Wreake by gathering registrations of demand or by contacting local representatives?

No. The aim of the Superfast Leicestershire programme is to achieve the best long-term broadband coverage for the county. We have planned the rollout to maximise coverage within available funding constraints. This ensures that we are able to reach as many homes and businesses as possible. We work closely with our delivery partner and have already taken account of factors such as local demographics, geography, planning requirements, the existing engineering infrastructure and the suitability of different technology solutions. For each individual area, detailed onsite survey work is required and the outcome of this can change delivery timescales. It is not possible with a programme of this size to undertake this detailed onsite planning for every area at the same time so some areas will invariably be delivered before others. If one area were to be brought forward this would incur additional costs which would reduce the funding that could be spent in other areas.
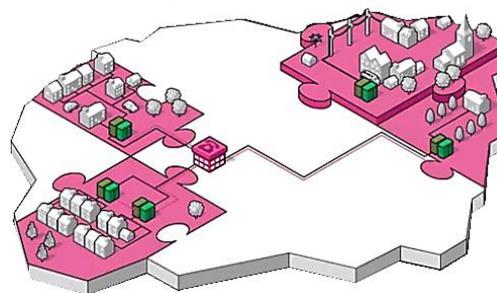
6. How do I order superfast fibre broadband?

There are loads of different broadband providers offering fibre services, so you should shop around and choose the best deal for you. Read our top tips of what to consider when looking for a new provider.
http://www.superfastleicestershire.org.uk/broadband-providers/

Then, when you've decided which provider to go with, contact them directly to place your order.

7. Why should I upgrade to superfast fibre broadband?

Superfast fibre broadband will transform the way you live, work and play; enabling businesses to work more effectively and bringing online entertainment to life. So whether you're a business user who needs faster speeds, a family who want to be online at the same time or if you want to catch up your favourite TV show then fibre broadband can make your world superfast. We are going to be increasingly dependent on broadband and digital technologies in the future and this is why we are working to make Ratcliffe on the Wreake a super-connected village.

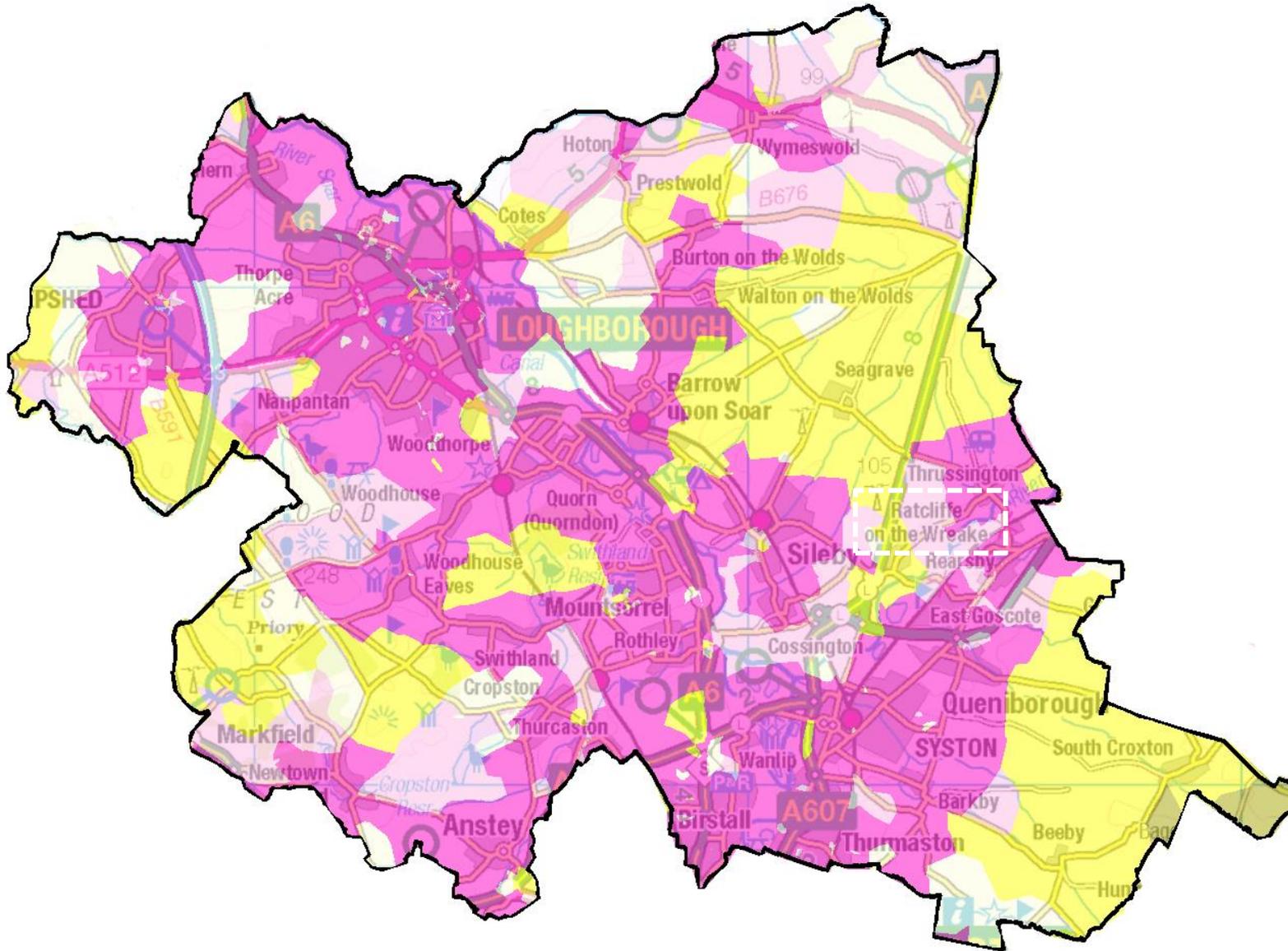## 8. How much does superfast fibre broadband cost?

Prices average around £20 per month for home users and £30 for a business service. Some providers offer introductory deals so it's important to shop around or to ask your current provider for a discount. You will probably find that you pay around the same as your current standard broadband package.

9. My service is intermittent and/or my broadband speed is slow, what should I do?

Any questions you have about your current broadband service should go straight to your broadband provider. Faults are recorded by each provider and are reported to Openreach. Where necessary your provider will arrange for Openreach to carry out an investigation or repair work.

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Charnwood

Deployment Map

Date: 06/2017

Interactive Map Classification

- Superfast broadband is now available in this area
- Superfast broadband is available in parts of this area
- Planning and survey work underway or happening soon. Superfast broadband expected in this area between now and December 2017
- Superfast Broadband plans for this area to be delivered commercially within the next 2 years
- Superfast broadband plans in this area are not yet confirmed. The County Council is seeking solutions for all unserved premises

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SEE THE WAY AHEAD