## Nowak K (Kasia)

**From:** mark.dames@bt.com [mailto:mark.dames@bt.com]

**Sent:** 13 August 2017 12:55 **To:** <u>mark.dames@bt.com</u>

Subject: RE:[ Redacted Redacte

Redacted Redacted Redacted Redacted ]

Dear Alex

Thank you for your email, dated 31 July, on behalf of your constituents, [Redacted Redacted R

I understand that Digital Scotland has responded to your office as well on this matter, with the last correspondence sent on 27<sup>th</sup> April 2017.

I have looked at the situation using the information you kindly supplied and can confirm that whilst the cabinet both constituents are connected to (Cabinet No. 12 on the Shotts exchange) has been enabled for fibre by the Scottish Government's Digital Scotland intervention programme, they are unfortunately not able to get superfast speeds (speeds of more than 24Mbps).

The technology deployed by Digital Scotland is Fibre-to-the-Cabinet (FTTC). New fibre cables are installed into green street cabinets and the existing telephone cable is utilised for the final connection to the premises. This has proved extremely successful; however it is not without its limitations. If the distance of the cable from the cabinet to the premises exceeds 1.5km there can be a marked degradation in service. While your constituents may see an improvement in speed over standard ADSL broadband, it is doubtful they will get a superfast service. However, I would ask that your constituents speak directly with their Service Provider, who can confirm the expected speed range they should be able to receive.

The Digital Scotland Superfast Broadband programme is aiming to ensure that about 95% of Scottish homes and businesses have access to fibre broadband by the end of March 2018, with coverage continuing into 2018/19 due to gainshare sign-off. During the lifetime of the programme it will be looking for ways to make the infrastructure go further by identifying efficiencies or exploiting new technologies. It is too early to say what that might mean for your constituents, but please be assured that options are being looked at within the programme.

In addition, as you know, the Scottish Government has made a commitment to extend superfast access to 100% of premises in Scotland by 2021 and is advancing plans for a new procurement later this year through the Reaching 100% (R100) programme. When delivered, R100 will provide a solution to your constituents' concerns as it is designed to deliver a minimum speed of 30Mbps to all premises.

I trust that you find the above information useful and I'm sorry that I cannot offer an immediate solution for your constituents.

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Regards,

Brendan

MD, BT Regions Director, BT Scotland Tel: 0131 300 5454 Mob: 07850 713528

From: Henderson A (Andrew) [mailto:Andrew.Henderson@parliament.scot] On Behalf Of Neil A (Alex),

**MSP** 

**Sent:** 31 July 2017 17:09

**To:** Dick,BS,Brendan,CRJ R < brendan.dick@bt.com>

Cc: [Redacted Redacted Redacted Redacted Redacted]

Subject: [Redacted Redacted Re

Dear Brendan,

I write to you with strong concern on behalf of my above constituents regarding their and Torbothie's longstanding poor broadband speeds. I recently met with my constituents, Mark Dames from your organisation and Fiona Muir from Digital Scotland to discuss this situation which has been ongoing for over two years.

I appreciated Mr Dames and Ms Muir's time to meet and listen to my constituents' concerns but I am very disappointed that a resolution could not be struck.

As I understand Torbothie cannot achieve superfast broadband speeds because it is too far away from the nearest fibre cabinet in Stane around a mile and a half away. While [Redacted ] and [Redacted ] are paying for 'fibre' internet packages at very considerable monthly costs, they receive around 11mbps on average, which is only around three mbps faster than their previous ADSL speeds.

Mr Dames advised that little could be done because of the BT programme is only updating existing copper cabinets to fibre and stated that BT were unwilling to install a new fibre cabinet in Torbothie due to the costs involved.

[Redacted ] advised that a nearby church a few streets from his home could achieve fibre speeds of around 40 mbps. I find it disappointing that Torbothie does not have its own fibre cabinet particularly given the largest pie company in the UK, Bells, is based in Torbothie. I request that this position be reviewed as soon as possible.

My constituents also advised that each property within a nearby new build estate (currently in construction) in Shotts will receive cabled fibre connections running from the Stane cabinet with speeds of up to 330 mbps. I understand these 'fibre on demand' connections are very expensive so I hope that you can appreciate that this example makes BT's current position very frustrating for my constituents. With this in mind, it could very well be make economic sense to install a new fibre cabinet in Torbothie. Indeed, [Redacted] stated this new estate is around 150 houses but there are over 230 other houses in Torbothie affected with no clear resolution in sight.

Mr Dames and Ms Muir informed us that another future scheme R100 will bring all areas of Scotland to up to at least 30mbps by 2021. I do not feel it is fair for Torbothie to wait for four years for such a low potential speed, particularly given the current broadband market leader speed is around 200-300 mbps. My constituents also stated that Torbothie residents were free to continue ordering 'fibre' broadband from BT for several years and this option only closed recently.

Put simply, BT have failed my constituents and Torbothie. I would urge you to right this wrong by investing in the infrastructure to deliver superfast speeds for the people of Torbothie now.

I look forward to your response.
Yours sincerely,
Alex Neil MSP
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