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**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](mailto:brendan.dick@bt.com)>

**Cc:** [Redacted Redacted Redacted Redacted Redacted Redacted Redacted Redacted]

**Subject:** [Redacted Redacted Redacted Redacted Redacted Redacted Redacted Redacted Redacted Redacted Redacted Redacted Redacted Redacted Redacted Redacted]

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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