

Superfast Broadband Update November 2018

Prepared on behalf of Compton & Shawford Parish Council by Adrian Walmsley, parish webmaster.

Summary

The Superfast Broadband programme has rolled out superfast internet to several more cabinets and their users. However there remain several severe issues:

- Unacceptable delay to fibre support for Twyford 14 (supposed to be part of the commercial rollout)
- Three more years have elapsed without any information about a solution for Exchange-Only subscribers, while service to those users appears to be getting worse.
- No action on the surprisingly poor service at the southern end of Southdown Road.

Background

Several years ago, people often asked me “does Compton & Shawford have superfast broadband?”

There was no simple answer covering the whole parish then and there isn’t one now.

So I put together a web page at the end of May 2015 attempting to answer common questions and show where to go for more information.

The questions asked on that page were:

- What is superfast broadband anyway?
- Are we part of the Hampshire Superfast Broadband Project?
- When is superfast broadband coming to Compton & Shawford?
- How is superfast broadband delivered?
- What's FTTC?
- What speed broadband might I get?
- What does the availability checker output mean?
- Which cabinet am I connected to and where is it?
- What about EO line users?
- Where is my telephone exchange?
- Other sources of information?

You can find the page at <https://comptonshawford-pc.gov.uk/2015/05/superfast-broadband/>

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What's Improved since 2015

More cabinets have been upgraded and are delivering superfast broadband to local residents. Specifically:

Exchange	Cabinet	Approx area covered	Programme
Twyford	Cabinet 11	Shawford	HCC Superfast Wave 2
Twyford	Cabinet 12	Hurdle Way, Cliff Way	HCC Superfast Wave 2
Twyford	Cabinet 13	Compton Street (eastern end)	HCC Superfast Wave 2
Twyford	Cabinet 18	Bridge Lane, Shawford	HCC Superfast Wave 2
Hursley	Cabinet 2	Silkstead	HCC Superfast Wave 2
Winchester	Cabinet 61	Itchen and Bushfield Farms	unknown

What's stayed the same

Exchange	Cabinet	Approx area covered	Programme
Twyford	Cabinet 3	Southdown, Otterbourne Road, Shepherds Lane	Commercial

Cabinet 3 had already been upgraded and was delivering superfast services by May 2015.

What was poor and hasn't changed

Some properties at the southern end of Southdown Road, although within 0.75km from cabinet 3, get very poor broadband speeds. See screenshot.

Bushfield Farm, on the northern edge of our parish, receives very poor VDSL speeds from Winchester cabinet 61 (see below). Winchester 61 is not on the list of upgraded cabinets so we can't display its location or measure the distance between farm and cabinet.

(Itchen Farm, also served by Winchester 61, gets a more reasonable expected download speed of up to 13.2 Mbps).

BT BROADBAND AVAILABILITY CHECKER

22/11/2018

Address HANOVER COURT, SOUTHDOWN ROAD, SHAWFORD, WINCHESTER, SO21 2BY on Exchange TWYFORD is served by Cabinet 3

Featured Products	Downstream Line Rate(Mbps)		Upstream Line Rate(Mbps)		Downstream Handback Threshold(Mbps)	WBC FTTC Availability Date	WBC SOGEA Availability Date
	High	Low	High	Low			
VDSL Range A (Clean)	3.5	1.3	1.2	0.8	1	Available	--
VDSL Range B (Impacted)	3.5	1.3	1.2	0.6	1	Available	--
Featured Products	Downstream Line Rate(Mbps)	Upstream Line Rate(Mbps)	Downstream Range(Mbps)		WBC FTTP Availability Date		
FTTP on Demand	330	30	--		Available	--	
ADSL Products	Downstream Line Rate(Mbps)	Upstream Line Rate(Mbps)	Downstream Range(Mbps)		Availability Date		
WBC ADSL 2+	Up to 3.5	--	2 to 6		Available	--	
WBC ADSL 2+ Annex M	Up to 3.5	Up to 0.5	2 to 6		Available	--	
ADSL Max	Up to 2.5	--	1.5 to 5		Available	--	
WBC Fixed Rate	1	--	--		Available	--	
Fixed Rate	1	--	--		Available	--	
Observed Speeds	VDSL				Availability		

BT BROADBAND AVAILABILITY CHECKER

23/11/2018

Address BUSHFIELD FARM, ST CROSS, WINCHESTER, SO23 9RZ on Exchange WINCHESTER is served by Cabinet 61

Featured Products	Downstream Line Rate(Mbps)		Upstream Line Rate(Mbps)		Downstream Handback Threshold(Mbps)	WBC FTTC Availability Date	WBC SOGEA Availability Date
	High	Low	High	Low			
VDSL Range A (Clean)	2	0.9	1.2	0.8	0.8	Available	--
VDSL Range B (Impacted)	2	0.9	1.2	0.5	0.8	Available	--
Featured Products	Downstream Line Rate(Mbps)	Upstream Line Rate(Mbps)	Downstream Range(Mbps)		WBC FTTP Availability Date		
FTTP on Demand	330	30	--		Available	--	
ADSL Products	Downstream Line Rate(Mbps)	Upstream Line Rate(Mbps)	Downstream Range(Mbps)		Availability Date		
WBC ADSL 2+	Up to 1	--	1 to 3.5		Available	--	
ADSL Max	Up to 1	--	0.75 to 2.5		Available	--	
WBC Fixed Rate	0.5	--	--		Available	--	
Fixed Rate	0.5	--	--		Available	--	
Observed Speeds	VDSL						

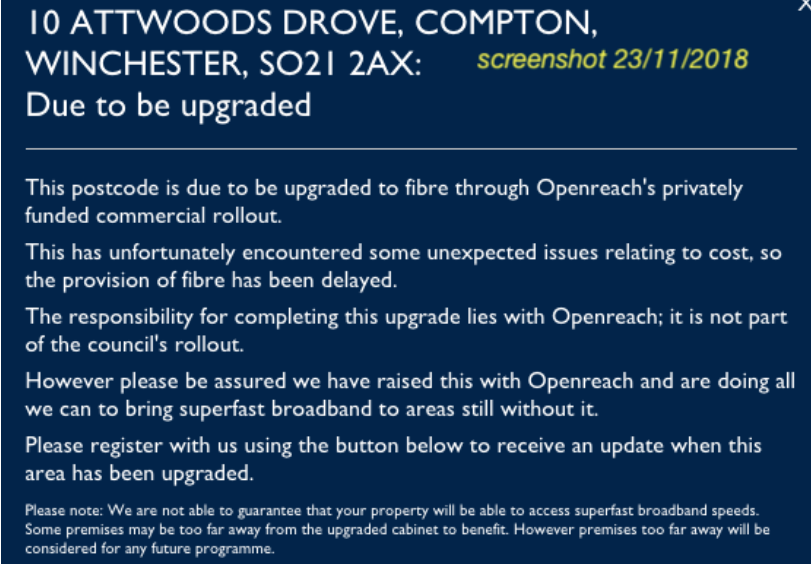
What has got worse

Exchange	Cabinet	Approx area covered	Dwellings	Programme
Twyford	Cabinet 14	Martins Fields, Attwoods Drove	82	Commercial
Twyford	none	Exchange-Only subscribers in SO21 2AT & SO21 2FF postcodes	24	Not covered

Cabinet 14

Cabinet 14 users had been given the expectation that their cabinet would have been upgraded and providing superfast services by now. Instead, this screenshot shows what they see when checking.

Impact: 82 dwellings represent 12% of the parish.



10 ATTWOODS DROVE, COMPTON, WINCHESTER, SO21 2AX: screenshot 23/11/2018
Due to be upgraded

This postcode is due to be upgraded to fibre through Openreach's privately funded commercial rollout.

This has unfortunately encountered some unexpected issues relating to cost, so the provision of fibre has been delayed.

The responsibility for completing this upgrade lies with Openreach; it is not part of the council's rollout.

However please be assured we have raised this with Openreach and are doing all we can to bring superfast broadband to areas still without it.

Please register with us using the button below to receive an update when this area has been upgraded.

Please note: We are not able to guarantee that your property will be able to access superfast broadband speeds. Some premises may be too far away from the upgraded cabinet to benefit. However premises too far away will be considered for any future programme.

Exchange-Only subscribers

Exchange-Only subscribers receive responses like this:

It is unfortunate, to put it mildly, that the HCC Superfast website continues to be unable even to say anything about how a solution could be implemented in the fulness of time.

The Superfast Programme Update 18th August 2015

(see www.hampshiresuperfastbroadband.com/news/2015/08/18/superfast-programme-update-4th-august-2015/) does describe a solution for EO lines.

Impact: There are about two dozen properties in postcodes SO21 2AT and SO21 2FF, representing 4% of households in the parish. It's possible that some properties at the western edge of the SO21 2AS area are also on EO lines.



FLINT HOUSE, COMPTON STREET, COMPTON, WINCHESTER, SO21 2AT: screenshot 23/11/2018
No Plans Currently

We may not be able to reach all the premises in this postcode.

Whilst the funding we have is considerable, it will not enable us to reach every property in Hampshire. Hampshire County Council is awaiting further information from Government about how to address this issue.

The broadband programme is committed to extending superfast broadband coverage as far as possible with the funding available.

[Read more](#) about how Hampshire County Council is working with Government to address to extend coverage further.

Please register below so that we can update you if things change.

Please note: We are not able to guarantee that your property will be able to access superfast broadband speeds. Some premises may be too far away from the upgraded cabinet to benefit. However premises too far away will be considered for any future programme.

Enter your full landline or postcode

Please note that it can take two weeks after a cabinet goes live to appear as accepting orders on our map.

Address Check

Please select your address from the dropdown above.

Fibre Journey 23/11/2018 <https://www.homeandbusiness.openreach.co.uk/fibre-broadband/when-can-i-get-fibre>

WE ARE
EXPLORING
SOLUTIONS

IN SCOPE

DESIGN

FIELD SURVEY

BUILD

CONNECT

ACTIVATE

SUPERFAST
ACCEPTING
ORDERS

We're working with government and industry to explore ways to bring Superfast fibre to as many people as possible but don't have a plan for your area yet.

You might consider co-funding fibre access in your community. Knowing there's a healthy demand in your area can also really help.

Exchange name: Twyford
Exchange status: Fibre enabled
Cabinet number: -
Technology: Pending - EO Line

Two possible solutions suggest themselves (though the August 2015 update implies that a second adjacent cabinet might be required):

1. Connect all the premises to Cabinet 14 once it is fibre-enabled (having first ensured that the cabinet has the capacity).
Note that the premises in SO21 2AT and SO21 2FF lie within 350 about metres of cabinet 14.
2. Connect all the premises to Cabinet 13 (it would be been sensible to have ensured that it has the capacity for this). The premises are all within 0.8km of Cabinet 13.

The group of affected premises are so close together and so close to Cabinet 14 that it would be reasonable to expect this to be part of the superfast rollout programme.

Furthermore, the service may even be getting slower.

Compare the following two screenshots from www.dslchecker.bt.com taken on 31 May 2015 (left) and 22 November 2018 for Flint House, Compton Street, SO21 2AT. The phone numbers were redacted from the screenshots for privacy reasons.

BT BROADBAND AVAILABILITY CHECKER

Telephone Number 01962-XXXXXX on Exchange TWYFORD

Featured Products	Downstream Line Rate(Mbps)	Upstream Line Rate(Mbps)	Downstream Range(Mbps)
WBC ADSL 2+	Up to 10.5	--	8 to 12.5

You will see that, since 2015, the predicted downstream speed has dropped from a fastest reading of "up to 10.5Mbps" to "up to 6Mbps".

Although in practice the reduction in speed has been less dramatic, I worry that BT will shrug their shoulders if the actual speed does drop to 6Mbps, which would represent a significant drop since I started recording download speeds in 2012.

BT BROADBAND AVAILABILITY CHECKER

22/11/2018

Telephone Number CXXXXXXXX on Exchange TWYFORD

ADSL Products	Downstream Line Rate(Mbps)	Upstream Line Rate(Mbps)	Downstream Range(Mbps)	Availability Date	Left in Jumper
WBC ADSL 2+	Up to 6	--	5 to 7	Available	--
WBC ADSL 2+ Annex M	Up to 6	Up to 1	5 to 7	Available	--
ADSL Max	Up to 5.5	--	4.5 to 6.5	Available	--
WBC Fixed Rate	2	--	--	Available	--
Fixed Rate	2	--	--	Available	--
Other Offerings				Availability Date	
ADSL Multicast	--	--	--	Available	--
Premise environment		Status			
Bridge Tap	U				
VRI	N				
NTEFaceplate	N				
Last Test Date	13-11-2018				

FTTP is not available.

For all ADSL and WBC Fibre to the Cabinet (VDSL or G.fast) services, the stable line rate will be determined during the first 10 days of service usage.

This line is on a Market B Exchange.

Distance notes

Distances measured roughly using Google Earth

- Cabinet 3 to New Barn Farm House, SO21 2AD: 1.11 km (as the crow flies)
- Cabinet 3 to Hanover Lodge: 0.73 km
- Exchange to Flint House, SO21 2AT: 1.71km (roughly following road)
- Cabinet 14 to Flint House 0.16 km
- Cabinet 14 to Coxcroft Farm 0.34km
- Cabinet 13 to Coxcroft Farm 0.79km

Other notes:

This document is based on a quick survey of properties in the various geographic sectors of the parish.

Some properties are not receiving the expected speeds. There may be other problems of which I am unaware in some parts of the parish or with some specific properties. I plan to solicit feedback (by Parish Magazine article, website and Facebook) to get a more complete picture of the superfast rollout in the parish, its successes and shortcomings.

The figures showing percentage of dwellings in the parish, under heading “What has got worse” on page 3, are rounded to the nearest whole number and based on the 2011 census figure of 663 (629 occupied households plus a further 34 unoccupied household spaces). There has been no single large development in the parish since 2011. So including household spaces that were unoccupied in 2011 probably gives a reasonable approximation to the current number of dwellings.

The views are my own and are not necessarily shared by the Council.

Disclaimer: I live in one of the properties having an Exchange-Only line.

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