

SUPERFAST BROADBAND PROVISION IN THE NEW FOREST – COMMENTS FROM PARISH COUNCILS AND DISTRICT COUNCILLORS

AREA	COMMENTS
Brockenhurst – New Forest Drive and surrounding roads	'Ducting' issue ongoing for 4 years. Wayleave Agreement between Forestry Commission and Openreach awaited re: Rhinefield Road. Fast broadband required for study and business, yet the telephone connections and speed of existing broadband in the area concerned are poor and difficult to use. Download speed 5mbps, slow and detrimental to business, skype impossible. Infrastructure needs updating.
Burley	Internet speed poor. Fibre cabinet full and no plans to expand, cabinet unable to cope with capacity. Suggested that no plan to replace as Government target has been met. No access to fibre.
Hordle, Tiptoe and New Milton	Complaints concerning provision in Hordle and Tiptoe area and query as to why New Milton has Virgin but not the Hordle area.
Bramshaw Parish (including Fritham)	Speeds in the region of 2MBps prior to Superfast Broadband arriving in Brook which promised a speed of 17MBps but which was never supplied by BT. Speed had increased from 2MBps to 5MBps but still some drops. Note: Application by BT in respect of Broadband cabinet recently refused by NPA. Other examples given where Verderers objected to the siting of a Superfast Broadband box adjacent to existing BT box at Brook. One site failed because of an SSSI on the land in question. Most at Bramshaw still have very poor broadband connection and applications for new boxes. Reference made to cabinet siting and pole siting code of practice agreed in 2013. Also reference to Natural England requirements relating to an application in Blackhill Road north of Bramshaw.
Ringwood Area (Ellingham Harbridge and & Ibsley)	<p>Limited broadband coverage and speeds.</p> <p>Comments from Ellingham Harbridge and & Ibsley Parish Councillor:</p> <p>At inception of BDUK, the approx 500 premises in Ellingham Harbridge and & Ibsley were served by seven PCP cabinets from three exchanges. All of these had been market 'lit' by Openreach, and although all 500 premises were judged to be getting Superfast in the first OMR, in practice only 10% were. More than 50% struggled to get a 2 Mbps service.</p> <p>After seven years: 60 premises are now getting 24+ Mbps from a new cabinet via the Hyde self-funding project, with 7 other premises (still) awaiting a FTTP service under this; 80 have just had FTTP installed as part of HCC's SEP, with another 47 promised to be done that had been 'missed out'; two other areas have had the first signs of FTTP spine being run in, but not completed. This leaves just over half the parish (250+ premises) wondering about any progress, when the funding runs out at the end of 2019.</p> <p>Attached is a coloured map of the footprint of one of the edge-of-town cabinets serving the parish, which illustrates requirements for new infrastructure (and, inevitably, how expensive it will be) to get the last 25% of premises on this cabinet up to speed. (Mapping based on distance/speed calculations rather than real world data - actual throughput speeds will vary)</p>

<p>Minstead</p>	<p>Poor broadband</p> <p>Approx 340 properties in Minstead, estimated speeds:</p> <p>85% don't have superfast speeds (in excess of 24 Mbs) 50% have speeds of 5 Mbs or less 25% have speeds of 2 Mbs or less</p> <p>For the last 18 months have been trying to get Openreach/BDUK/HCC to progress the Community Fibre Partnership Arrangement design and installation.</p> <p>In July 2017 Minstead PC met with representatives from Hampshire Superfast Broadband, and Openreach and expressed a firm interest in a match funding scheme being launched by HCC for provision of superfast broadband to rural areas not covered by existing plans. A final list of all the properties in Minstead Parish was sent to Openreach in September 2017 subject to terms. No progress until January 2018 when revised solution agreed involving a main scheme of 265 properties. The remaining 64 outlying properties in Minstead parish would be dealt with at a later date.</p> <p>In February 2018, Minstead PC supplied new property details to Openreach.</p> <p>Despite repeated representations, no useful progress or response has been received in the last 9 months to date.</p>
<p>General</p>	<p>Principal problem that constituents complain about is that once their BT box has been upgraded to fibre, they are too far from it and their copper degrades the performance.</p>