

Dear Roseland Superfasters,

Martin and I (Mark David Hatwood) recently met with the Superfast Cornwall Team to review the latest feedback on the rollout plans for xxx Fibre Broadband xxx on the Roseland. The news is good, and overall great progress has and is still being made to hit the new 95% coverage target across Cornwall and maybe exceed it in the future - watch this space!

We are still working hard in seeking to achieve viable solutions for the other '5%ers' who are still outside and at the margins of the current fibre footprint for the Roseland. To this end we will be hosting a meeting in May for those '5%ers' and if you believe you fit into this category then please email mark@roselandonline.co.uk (PLEASE NOTE THAT ONLY THOSE WHO EMAIL MARK WILL RECEIVE AN INVITE TO THIS SPECIAL MEETING) and we will reply by sending you a personal invite to attend this meeting where Superfast Cornwall will brief you on progress. We will also invite various other supplier/service providers who will demonstrate how this is realistic goal can that be achieved using available alternative technologies (*see notes below).

We are aware that some of you will want to see firm delivery dates but these cannot be provided as this roll out of fibre broadband to the Roseland is not straightforward and potentially complicated. Superfast Cornwall are unable to provide estimated dates as these can change, sometimes significantly, due to unforeseen circumstances. We will however continue to give you regular and comprehensive updates such as this email as information becomes clear and available. Please be patient and please let us know your issues and concerns so we can all work together for the common good and in so doing achieve a better and more beneficial, comprehensive, all round result for everyone not just a few through selective access.

In a previous communication we provided you with a spreadsheet that showed how the fibre broadband plans are being rolled out to the Villages and Hamlets of the Roseland. We have now updated this spreadsheet (attached for your information) for delivery of fibre broadband to the Roseland since last November.

PLEASE READ THE GLOSSARY BELOW before/whilst looking at the spreadsheet as it should answer 99% of your questions. However in addition to this spreadsheet we have also summarised the highlights of the changes that have happened since November which are as follows:-

- New areas where delivery of fibre broadband now 'complete':
 - ü St Mawes (cabinets 1 to 5 which includes parts of St Just in Roseland)
 - ü Veryan (cabinets 1,3,4&5 which includes most hamlets except for Pendower, Carne Beach & Nare Hotel etc that will be offered alternative technologies (*see notes below))
 - ü Tregassick (Portscatho cabinet 2)

NB - for most of the areas covered by the above cabinets, fibre broadband is now available for households and business to take up this service. To take

up this new fibre broadband service to your premises then please contact your chosen service provider to upgrade to this new service. However it should be noted that for some new fibre broadband areas marked as 'complete' (such as Tregassa, Trewartha, Carne Village, Melinsey, Crugsillick, Treliassa, Tolverne & Messack) these premises are 'at the margins' or 'borderline' of the fibre footprint hence the speeds may be slower and may also need boosting with alternative technologies (*see notes below) as well. These areas are qualified as 'borderline fibre/other' or 'other' in the Preferred delivery option column.

- New areas where planning for fibre broadband is complete and SFB Fibre is now 'in build':

- Trewithian, Rosevine & Curgurrell

- Philleigh & White Lanes

- Ruan High Lanes

- Treworga

- Ruan Lanihorne

- Trethem, Polhendra & Trethewell

NB - for those new areas 'In build' this means that planning has been completed and the build phase is either underway or will soon commence. However due to potential unknown and unforeseen circumstances this should not be taken as a guarantee that fibre broadband will be delivered until the build is complete.

- New areas where planning for fibre broadband is complete, fibre broadband is now 'in build' - but these areas are 'borderline fibre/other':

- Treluggan

- Polsue

- Treworlas

- Tretonk

- Chenoweth Business Park

NB - these premises are 'at the margins' or 'borderline' of the fibre footprint hence may need boosting with alternative technologies (*see notes below).

- New areas which are now 'in planning' for Other solutions:

- Polhenadra, Lanhay & Polingey

- Treworthal

- Trenestral

- Lanhoose

- Rosteague

- St Anthony

- Place

- Bohortha

- Towans

- Trewince

- Percuil

NB - One consequence of this delivery is that some of these very small clusters will be beyond the fibre footprint and will need an alternative technology solution (*see notes below) to boost broadband speeds. This is due to their distance from exchange and the cabinet. For instance whilst Treworthal and Trenestral are beyond the fibre footprint of the new cabinet at Ruan High Lanes, ways of trying to improve the signal from the

Veryan Exchange are being explored but with no guarantees that this will be available as the surveying and costing assessment have still yet to be undertaken.

Glossary of Terms and notes used in the spreadsheet are as follows:

Exchange or Cabinet details:

- 'EO' (Exchange Only - ie lines direct to the premises from the exchange)
- 'A Number' - denotes the identification number of each cabinet
- 'New' - denotes a new cabinet that is awaiting an identification number

NB - Phone lines which run from the local exchange to the end user without passing through one of the green roadside cabinets are known as EO lines. The solutions to upgrade these are more challenging, and were first trialled nationally in Cornwall. Since these trials EO areas are now being built at scale across Cornwall - watch this space!

Delivery Status Terms:

- 'Complete' - The rollout has been completed.
- NB - People should check the line checker at www.superfastcornwall.org and if it indicates fibre broadband is available then you should order fibre broadband from your choice of service provider. Anyone in these specific areas unable to connect to fibre broadband should contact info@superfastcornwall.org and we will look into the reason for this.
- 'In survey' - Surveying activities required by BT to check the viability of a solution
 - 'In Planning' - Detailed generation and scheduling of engineering tasks as well as costing and budgeting required before this can move into the 'in build' phase.
 - 'In Build' - The planning has completed and engineering tasks are underway (or are about to start) to upgrade services to fibre broadband over a period of several months.
 - 'On hold' - This area has been decisioned for fibre broadband, but the delivery is not straightforward and some further in-depth planning is required before the most appropriate way forward can be determined.

Preferred Delivery Option Terms:

- 'Fibre' - where this has been specified as the preferred delivery option, the aim is to deliver a fibre broadband solution to these areas. However the areas listed as Fibre that are 'in build', 'planning' or 'survey' phases are not guaranteed a fibre broadband service until the build is completed and the area is fully live.
- 'Other' - where an alternative technology (*see notes below) will be needed to boost existing broadband speeds. The Superfast Cornwall team are still developing plans for these areas and will be visiting the Roseland in May to update those people, in these 'other' areas' of the Alternative technologies that may be available to them - more on the later - see below.
- 'Borderline Fibre/Other' - once an Exchange area goes live with fibre broadband, some of the properties served by long lines from the exchange may be beyond the fibre footprint. If you live in one of these areas then not every property served by these exchanges will be able to

connect or order fibre broadband.

Please note: In some isolated cases it may not be possible to deliver a fibre broadband solution to all the areas specified as 'Fibre', in which case these areas will require an alternative technology to boost speeds. For example, phone lines longer than 1.5-2km from the cabinet will be beyond the fibre footprint.

*Alternative technologies:

This term refers to a range of potential services that are being considered such as:

1. Subsidised Satellite services - for premises beyond the fibre footprint and currently on very slow speeds of less than 2Mbps.
2. ADSL2+ which is a way, where possible, of boosting the signal from the exchange - for premises beyond the fibre footprint and currently on speeds of more than 2Mbps.
3. Fibre on Demand (FOD) - for premises that require very fast speeds and are connected to an enabled cabinet, even if they are beyond the fibre footprint. Significant connection and monthly costs will be incurred for this premium service.

For more information on these alternative technologies please see the FAQ's at www.superfastcornwall.org/faqs that explain how we aim to boost speeds for the 5% of properties beyond the fibre footprint. PLEASE NOTE that we will also be holding a special meeting for the 5%ers in May this year and if you think you qualify and want to attend then please email mark@roselandonline.co.uk (PLEASE NOTE THAT ONLY THOSE WHO EMAIL MARK WILL RECEIVE AN INVITE TO THIS SPECIAL MEETING) and we will email those concerned with the date and venue once this is available. Thank you.

We sincerely hope that this communication helps everyone understand more of what's currently happening in your area. It should be noted that one thing Superfast Cornwall has stressed is that because we have worked together and taken a collaborative and collective approach to this issue we have achieved more than would have done otherwise. We would certainly not have received the continued detailed feedback that has been available to us all - not just a few. Thank you for your cooperation and patience.

So again this is not the end of the line for those 5%ers on the 'fringes', but Superfast Cornwall must first roll out the areas planned before they can look at the 'fringes' or more difficult-to-reach areas. PLEASE CONTINUE TO HAVE PATIENCE if you're in those areas; we are working to get you connected, too, where possible, but it will take a little while longer before we get the full coverage we are looking for.

For now best regards

Mark & Martin

Thank you for choosing Roseland Online

Mark

Mark David Hatwood FRSA

Founder Editor

mark@roselandonline.co.uk



Roseland Online is a not-for-profit community enterprise. All profits go back into the community

Link to the Spreadsheet here:

<http://roselandonline.co.uk/wp-content/uploads/2014/04/Superfast-April2014-Update-spreadsheet-Sheet.pdf>