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| <p>1. Percentage Targets Can you explain the difference between the 90% superfast target and the 98% fibre target?</p> <p>What about the other 2% without fibre based broadband? How many premises is this, and will it be the smaller communities?</p> <p>How do these targets differ from those of other authorities?</p> <p>Why have you been able to achieve such high targets?</p> | <p>Our targets are that more than 90% of homes and businesses across the county will be able to get superfast speeds of 24Mbps and up, with better broadband of a minimum of 2Mbps (and often much higher) for very nearly 100% of premises.</p> <p>Alongside the commercial rollout, by the time the contract is completed, 98% of the county's homes and businesses can expect to get fibre based broadband. Not everyone on a fibre based solution will be able to receive 24Mbps but will still be able to get significant speeds of between 2Mbps and 24Mbps – depending on their distance from the exchange.</p> <p>Broadband Champion Mark Heath has produced a useful speed guide on his website http://www.increasebroadbandspeed.co.uk/ You will also find other useful general and technical information about broadband on this site.</p> <p>The project will benefit all communities; it is likely that the harder to reach 2% will be spread across the county rather than whole communities. This is approximately 7,000 premises.</p> <p>Our targets achieve greater coverage than many other local authorities. See the comparison table on Mark's website</p> <p>This has been achieved through a combination of Cambridgeshire County Council and Peterborough City Council making significant investments and – with your help - demonstrating the strength of demand for better broadband.</p> |
| <p>2. Rollout – Timescales What are the realistic timescales for the roll out programme?</p> <p>When will we hear if our areas are included in the roll-out with definitive timescales for service launch?</p> | <p>This large-scale project will involve upgrading over 100 telephone exchanges and installing many more new cabinets across the county. The roll-out has to be carefully planned in phases to make the best use of public money.</p> <p>Once we have worked this through, we will publicise the phased roll-out plan on the Connecting Cambridgeshire website. The scale of the county-wide roll-out will mean some areas will be connected sooner than others, but by starting work now everyone will benefit from better broadband by the end of 2015, which means we are on track to deliver what we promised and more.</p> |

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| | <p>We are not able to provide detailed timing and areas of roll-out at this stage, however you can be assured that over the life of the programme it will reach every community in Cambridgeshire and Peterborough that currently lacks access to broadband services. We expect to be able to tell you more in May about when we will be able to announce the first phases.</p> |
| <p>3. Phase planning I would like to know what specifics BT / the council use to determine when an area is fibre enabled. i.e. what determines whether one area gets installed before another?</p> <p>When phases are announced, will residents know if they are getting superfast broadband and if not, what they will be getting?</p> | <p>There are a number of prioritisation factors:</p> <ul style="list-style-type: none"> • Cost- with an approach of maximum gain for minimum spend • Technology • Registrations and local impact • Demand • Alignment to local authority plans - resurfacing , planning permission, seasonal events • Known local issues such as flooding <p>These factors are brought together with our planned approach based on primary exchanges (head ends) and local exchange areas. Therefore, prioritisation will be based on areas rather than individual communities as this is the most cost effective approach.</p> <p>We will tell residents as much as we can when we announce the phases.</p> |
| <p>4. Infill areas What happens if my area, or part of my area, is not included in the roll out programme? Is it the end of the line?</p> | <p>We don't yet have a definitive roll-out schedule, but our modelling suggests there will be some premises where a fibre-based broadband service is either very expensive or unachievable through today's technology.</p> <p>However there are alternative technologies being developed by BT in their labs in Ipswich which will be introduced in Cambridgeshire and Peterborough if they offer a viable alternative solution.</p> <p>This will continue to be reviewed during the life of this project to ensure that we provide</p> |

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| | <p>as many people as possible with an upgraded service, where it is not possible we will look to use other technologies which could include satellite or reuse of the copper network.</p> <p>Connecting Cambridgeshire is also looking into additional sources of funding for hard to reach premises such as the Government's Rural Communities Broadband Fund (RCBF).</p> |
| <p>5. Exchanges Which exchanges will be upgraded?</p> | <p>All the exchange areas are being upgraded. However, as explained in the presentation, the deployment is more about linking other parts of the network.</p> |
| <p>6. Registrations-Prioritisation What difference has collecting registrations made to the project?</p> <p>To what extent will the demand registrations collected be used to prioritise the roll out? Please can you expand on how the demand registration data will be used?</p> | <p>Areas with higher levels of registrations have contributed significantly to the overall registration figure which helped us to get a better deal.</p> <p>Nearly 25,000 homes and businesses across the county supported the Connecting Cambridgeshire campaign during 2012 – making it the largest of its kind in the country. The high registration levels have helped to show the strength of demand in communities and this information is useful to BT as they plan the roll-out of the broadband infrastructure.</p> <p>Prioritisation will be managed based on a number of different requirements of which registrations will be one of them, others include network design, maximum gain (i.e. premises), and other programmes- i.e. road resurfacing, street works. This also includes planning for the seasons where possible and we are looking at ensuring where possible that the areas affected by bad weather in the winter be worked on in the summer.</p> |
| <p>7. ISPs Who will be the ISP providers of the service? Will BT be a major ISP for the county?</p> | <p>There are currently around 60 providers (including BT) selling these services and this list is growing. Currently Openreach has over 450 providers reselling copper services and as demand grows more and more of these suppliers will be looking to offer fibre-based services.</p> <p>More info can be found on www.superfast-openreach.co.uk</p> <p>Connecting Cambridgeshire is of course aware that Virgin Media also has a significant presence in the county already and that will continue. This intervention project will not damage competition.</p> |

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| <p>8. Other providers If another provider offers a broadband solution less than the defined SFBB speed before BT installs SFBB in a previously defined White Area - will this turn into a grey area and would BT therefore not implement SFBB under the CCC contract?</p> | <p>No, the intervention scope is for superfast broadband, so it would not become a grey area because it is not superfast.</p> |
| <p>9. FTTP Services Are there premium services that could be bought-in for an additional fee that would need to be agreed at the outset? I'm thinking fibre to homes, local cabinets in villages, and faster capacity?</p> <p>Would it help if you knew how many residents would be prepared to pay extra for FTTP before BT decide what technology to deploy in an area?</p> | <p>As part of the rollout BT will be looking to provide fibre-based services to as many properties as possible, this will ensure that increased speeds can be gained for the properties.</p> <p>As fibre-based solutions become more common it is likely that more and more premium based services will be available over them including HD TV and video streaming, etc.</p> <p>Openreach plans to commercially launch fibre to the premises on demand during Spring 2013 for those willing to purchase a solution. (Openreach will levy an installation charge for the service). This will be available across the FTTC footprint.</p> <p>This question raises an interesting issue, which we will look into and give you an answer as soon as we can.</p> |
| <p>10. Additional community funding What about communities willing to contribute additional funding to get a better broadband service for some or all residents?</p> | <p>This question raises an interesting issue, which we will look into and give you an answer as soon as we can.</p> |
| <p>11. New developments Our village is planned to have quite a number of new residential development that will increase the size of the village by almost 10%. As these developments proceed will the programme allow for the connections to the local exchange to be, rather than in copper but to the higher fibre optic standard?</p> | <p>As part of the wider programme the Connecting Cambridgeshire team will be working with local authority planning teams to ensure that future broadband provision is properly considered for new housing developments, so that we don't build new "white" areas (i.e. areas without broadband).</p> |

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| <p>12. Role of Broadband Champions What can Broadband Champions do to help the programme over the coming months? What are you looking for from Broadband Champions over the coming years?</p> | <p>We hope you will continue to support Connecting Cambridgeshire by explaining to people and encouraging the take-up of broadband in your communities – and perhaps some of you will be willing to become digital champions to help people get online.</p> |
| <p>13. Community updates What should Broadband Champions tell people (e.g. local residents and local councils) in their areas before roll-out is finalised? How upbeat should they be?</p> | <p>We are very pleased with the outcome of the procurement process and we are confident that all communities that have struggled with poor connectivity will benefit from this contract. This does not mean that every isolated house will get connected, but we will be looking at alternative technologies in these cases.</p> <p>Following this event, as well as sending you a summary of the Q&As, we will provide a short update that you can give to your communities.</p> <p>We will keep you updated and provide resources that you will need to help stimulate take-up once the phases have been announced.</p> |
| <p>14. Accountability How will you ensure that BT delivers the contract?</p> | <p>Connecting Cambridgeshire has a very experienced delivery manager who will be ensuring BT deliver to the contract. Payment is linked to the achievement of agreed objectives at set milestones. The contract delivery is also being closely monitored by BDUK as well as the Council’s Auditors.</p> <p>The contract includes a claw-back mechanism to ensure any excess profits are re-invested into the project so that more areas can benefit from better broadband.</p> |
| <p>15. Alternative technologies Are you looking at alternative technologies such as WiSpire (as used in Norfolk)?</p> | <p>We are not limiting ourselves to any particular technology for the harder to reach areas including wireless and satellite.</p> |
| <p>16. School broadband connections If a school has had a fibre broadband connection put in, can this be extended to the rest of the village?</p> | <p>No. European State Aid law does not allow wholly publicly funded school broadband connections to be used in commercial roll-out programmes.</p> |

