

Dear Sir,

I understand that you are reviewing the commitment for 90% fast broadband coverage for the UK and would like to bring your attention to the following.

I live at [*****], Lincolnshire, NG34 [***] Our broadband is serviced out of the Sleaford telephone exchange, which proudly boasts that it has been upgraded to super fast broadband. Our local cabinet (no 22) has also been converted to provide super fast broadband, but when I asked to receive this service was told by Openreach, that we are too far away from the cabinet to receive the service. I asked what they suggested (e.g. place a cabinet near our location) and have been told there is nothing I can do other than look at satellite providers, unfortunately that does not appear a viable option as my garden has numerous very tall trees so would not get a good signal.

On a good day, we only get 1.5 mps service, but this extremely variable with certain times of day dropping to less than 0.1 mps or no service at all. Our provider (BT) has been unable to improve the service.

Please be aware that when they broadcast that an exchange and associated cabinets have been upgraded it does mean that all residents can receive this service. My whole street has been told we are too far away from the cabinet to receive superfast broadband.

Quite regularly our internet simply stops, I am therefore unable to test the line with my OOKLA test saying Connection Issues, but attach a summary of the tests I am able to perform (attached below) FYI showing the erratic and very slow service.

Is there any pressure you can bring to bear to get a supplier to provide superfast broadband? I understand that BT are currently developing technologies which take the fibre closer into communities by use of a type of 'mini cabinet' - this is known as Fibre to the Remote Node (FTTRN) but that it is not being rolled out at present.

Many thanks for anything you can do.