



Bringing faster broadband to our rural areas
Project Update May 2016
Please forward this email to your contacts –
we need to spread the word!

If you would like a Word version of this newsletter please
email: broadband@cswbroadband.org.uk

Sign up to receive this e-newsletter direct to your inbox and for information about
progress on your cabinet or exchange-only
line: [http://www.cswbroadband.org.uk/contact-us/register-for-more-](http://www.cswbroadband.org.uk/contact-us/register-for-more-information)
information

282 cabinets live to date
Over 49,000 properties able to connect to the fibre network

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BT crowdfunding for community fibre partnerships

Did you know that BT has a dedicated team focused on helping communities understand how BT can help bring fibre to communities, as well as to support groups to bring faster broadband to parts of the UK not covered by existing rollout plans.

To date BT have worked with hundreds of different groups and a new co-funding model helps bring high speed fibre broadband to hard-to-reach communities, as well as smaller business parks. This means that wherever fibre broadband is deployed, everyone can upgrade to the service via any provider, bringing plenty of choice to consumers and local businesses.

BT can work with you to find out if a community project could be right for your area and provide you with the tools to understand and establish local demand. One of these ways is via an innovative partnership that BT have set up with a crowdfunding organisation called Spacehive to help hard-to-reach communities via a package of co-funding and support. Spacehive is a crowdfunding platform that brings civic spaces to life.

Crowdfunding is a way to raise money, awareness and support for a project, from the people around you. It's a means of funding that allows individuals to make their ideas a reality with the power of the crowd. It is based on the idea that a number of people can split the cost of something – in this case broadband infrastructure, with multiple people contributing an amount, rather than any one person footing the whole bill. An added bonus is that there is no VAT for residential community partnerships!

For further information and community fibre case studies visit www.communityfibre.bt.com

Please note that this work is not part of the CSW Broadband project and is completely separate from our rollout.

The rollout is progressing well

It is incredible to think that it is just two years since we started connecting the first premises to faster fibre. Since then, Openreach engineers have installed around 282 new road-side cabinets, making fibre available to more than 49,000 homes and businesses.

Those areas that are now able to achieve superfast speeds are being updated to dark green on our maps, with areas that are connected to the fibre network but unable to achieve full superfast (24Mbps) coloured in light green. This may take a little time as our data team are working flat-out on other work! Don't forget, however, that the maps are generated using postcodes and that telecoms infrastructure doesn't follow postcodes. Therefore for the most accurate assessment of your connectivity you need to enter a BT landline number into the BT DSL checker: <http://www.dslchecker.bt.com>

As we near the end of Contract 1 many of the areas that were previously coloured purple on the map, meaning that they required more intervention than a standard fibre cabinet, are now also turning green. These include many properties that were previously connected directly to the exchange. By installing new copper as well as fibre cabinets many of these lines are now able to achieve superfast speeds. So, especially if you were previously on an Exchange Only line, it is worth checking to see if you can now upgrade to the new services.

MEETING FOR FARMERS, RURAL BUSINESSES AND HORSE OWNERS IN NORTH WARWICKSHIRE

Warwickshire Rural Watch are holding a meeting to discuss rural crime and other issues that affect you on Thursday 26th May 2016 from 7 to 9pm at Over Whitacre Village Hall, Nuneaton Road, Over Whitacre, B46 2NG.

This meeting has been arranged to listen to your concerns and bring together organisations that can help and support you. Representatives from the Office of the Warwickshire Police & Crime Commissioner, a Senior Officer from Warwickshire Police, NFU, North Warks Community Safety Partnership, Warwickshire County Council including Trading Standards Animal Welfare, representative from the fire service and Warwickshire Horse Watch will be in attendance.

There will also be information and displays on crime prevention and security equipment, Rural Watch and an opportunity to make an appointment to have your tools and equipment property marked at your farm or business premises. Places are limited, so please reserve your free place as soon as possible by email to carolcotterill@warwickshire.gov.uk or by calling 07787 151848. Refreshments will be provided.

Crime prevention tip of the month

From the Safe in Warwickshire team: When the weather changes for the better, we often see an increase in burglaries in Warwickshire. Many of these incidents are due to the warmer weather when doors and windows are often left open. We want you to enjoy this weather and not have it spoiled by an opportunistic thief.

In order to help beat this trend and raise awareness, Warwickshire Police and County Council are offering practical advice to householders with the aim of promoting safety, improving home security and ultimately reducing the number of these crimes.

The step by step guidance produced and distributed by the police gives practical help to people to assist them to protect their property. Some of the top tips include:

- Ensure all points of entry (windows, doors and gates) to your home, property and/or shed have locks.
- When you leave the property, even if for a short time, make sure that these entry points are all locked. Make sure you lock up when you are working or sitting in the garden.
- Do not leave keys in an accessible place. Don't hide spare keys under a doormat or flowerpot.
- Think about extra security measures – a fence, burglar alarm or security lights can be a good investment and are likely to deter burglars.
- When leaving your home or property to go on holiday, use timers on lights and radios to create an impression that someone is still in. Consider asking neighbours to make occasional visits to your property or park in your driveway.
- Mark your property and keep a record of your valuables.
- Chain up bicycles and consider removing a wheel if they are being left outside.
- Join Neighbourhood Watch to find out what's happening in your neighbourhood. Email Emailwatch@warwickshire.police.uk for more details.

More information about crime prevention can be found at www.warwickshire.police.uk or via our [crime prevention](#) pages.

Copy for your own website or newsletter

We regularly produce updates of around 350 words that can be used on your own website or in newsletters. There are a selection of articles available for download and you can select the most appropriate depending on where your particular area is in the rollout pipeline. Copy can be found at: <http://www.cswbroadband.org.uk/about-the-project/copy-to-use-on-your-own-website-newsletters-or-flyers/>

Questions and Answers

Here are some of the Q&As raised recently. Our website has an updated set of Q&As.

My property appears red on your map, what does that mean?

There are three possible meanings for a property to be coloured red on the map:

- You may be using a service provider other than BT, in which case we won't have information about your connectivity as other ISPs don't offer this
- it is in an area that is awaiting further funding (in which case the area colour will probably be white)
- due to the way the property is connected to the copper network, further investigation is needed to determine whether or not it will benefit from planned upgrades in the area (in which case the area colour will probably be pink, orange or amber)

As the property-level mapping is still under development please let us know if you believe that the data shown is incorrect by contacting us here: <http://www.cswbroadband.org.uk/your-area/map-help/map-comments-form>

As more money becomes available we will extend the rollout, and additional coverage will be mapped. We are doing all that we can to bring in additional funding as it is in everyone's interests that we gain maximum efficiencies by carrying out the installations in a single programme. We have also offered the Boroughs and Districts the opportunity to invest to extend the superfast broadband coverage within their areas.

Please return to the map to learn more about what is happening with the rollout in your area as a whole: <http://www.cswbroadband.org.uk/your-area/broadband-checker>

Once my cabinet has gone live do I automatically get faster broadband?

No. You need to upgrade to a superfast service. There are a number of different superfast packages available, including some with bundled telephone calls and even TV or sport on demand.

Access to the network installed under the CSW Broadband project is on a wholesale basis, which means that any ISP can use the infrastructure to provide their services, although not all ISPs will choose to operate in a given area. Don't forget that you will need to check out broadband packages carefully to get the one that is right for you. For impartial advice go to <http://www.moneysavingexpert.com/phones/cheap-broadband>

I'm told that although my cabinet has been upgraded I won't get superfast speeds because the local copper network is in poor condition, what can you do?

Unfortunately we are seeing a lot of this. The remit of CSW Broadband is to install the fibre network. The existing copper network is the responsibility of Openreach and is considered to be a "business as usual" matter by them, meaning that faults will be dealt with as part of their normal operations. We therefore have no influence over repairs/improvements to the copper wiring.

Your contract will be with an Internet Service provider, who is quite separate from Openreach (even if you have a BT contract it is with the retail part of the business). Your ISP will buy services from BT Wholesale, who in turn purchase network access from BT Openreach.

What this rather complicated arrangement means is that all ISPs buy their network access on the same terms, which creates a truly competitive marketplace and helps to improve choice and to keep down prices. What is also means, however, is that when you contact your ISP to complain about the copper network, they will have no direct relationship with Openreach and so they may also have little influence over the condition of the copper network.

We are suggesting that people contact Ofcom if their broadband speed is affected by the condition of the local copper wiring and your ISP is unable to get improvements made. This could also be grounds for you to be able to cancel a contract with your ISP if you are not getting the speeds that you were promised.

If you want a speed improvement, even if it is not superfast, then BT has a product called Unlimited Faster Broadband that offers up to 17Mbps. Availability will depend on you being able to connect to a fibre cabinet, but your predicted speed being below superfast levels. For more information go to http://bt.custhelp.com/app/answers/detail/a_id/47740/~/_what-is-unlimited-faster-broadband%3F

We have had reports that some residents have experienced difficulties in ordering this service, but we have been assured that the BT sales teams should now be up to speed (pun intended!) with this service. So, if you do experience any problems please let us know and we'll pass the information on to BT.

Can CSW Broadband influence how much suppliers charge for their services?

We have no influence over the prices charged by commercial providers. Our role is to extend the wholesale fibre network as far as possible, and we are doing this through the contracts that we hold with BT. As access to the network is available to all suppliers on an equal basis it is a purely commercial decision on the part of an ISP as to which packages they offer and at which price range. The best thing is to shop around for a deal that is right for you. Please remember that price comparison sites work by receiving a commission from the ISPs and may not list all of the available options. Therefore you

may want to try several such sites before making a decision or for independent advice got to: <http://www.moneysavingexpert.com/phones/cheap-broadband>

More frequently asked broadband questions can be found on our website at: <http://www.cswbroadband.org.uk/faq>