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17th April 2018

Dear Mr. John,

Connecting Devon and Somerset Consultation Response.

I have responded on line saying the following in respect of my Unlimited Faster Broadband service with BT:

Until recently I was categorised as "We're Working On It". As the consultation came out my property was recategorised as "Commercial Area ... we are not able to invest public money in your area" This change is COMPLETELY WRONG.

Airband engineers have visited and they cannot see their mast.

BT have admitted that their service is poor by contracting for me to have Unlimited Faster Broadband i.e. less than 15Mbits/sec.

In addition the whole of EX20 2HX has been subject to a major change - mainly being "we are working on it" before and now largely claimed by Airband. They have visited over 6 properties in this postcode and have not successfully installed a single system.

It looks like the numbers have been deliberately manipulated to make them look good. There should be an online process to allow individuals to challenge their rating - or else you are always going to be making optimistic claims.

BT's service has improved a little in the last two years, but their claims are now optimistic. In particular much of the overhead cables in this area are adversely subject to rain and snow and, in the evenings, they pick up radio interference, particularly the medium wave. Their speed forecasts should be challenged - I shall send in recent evidence by post.

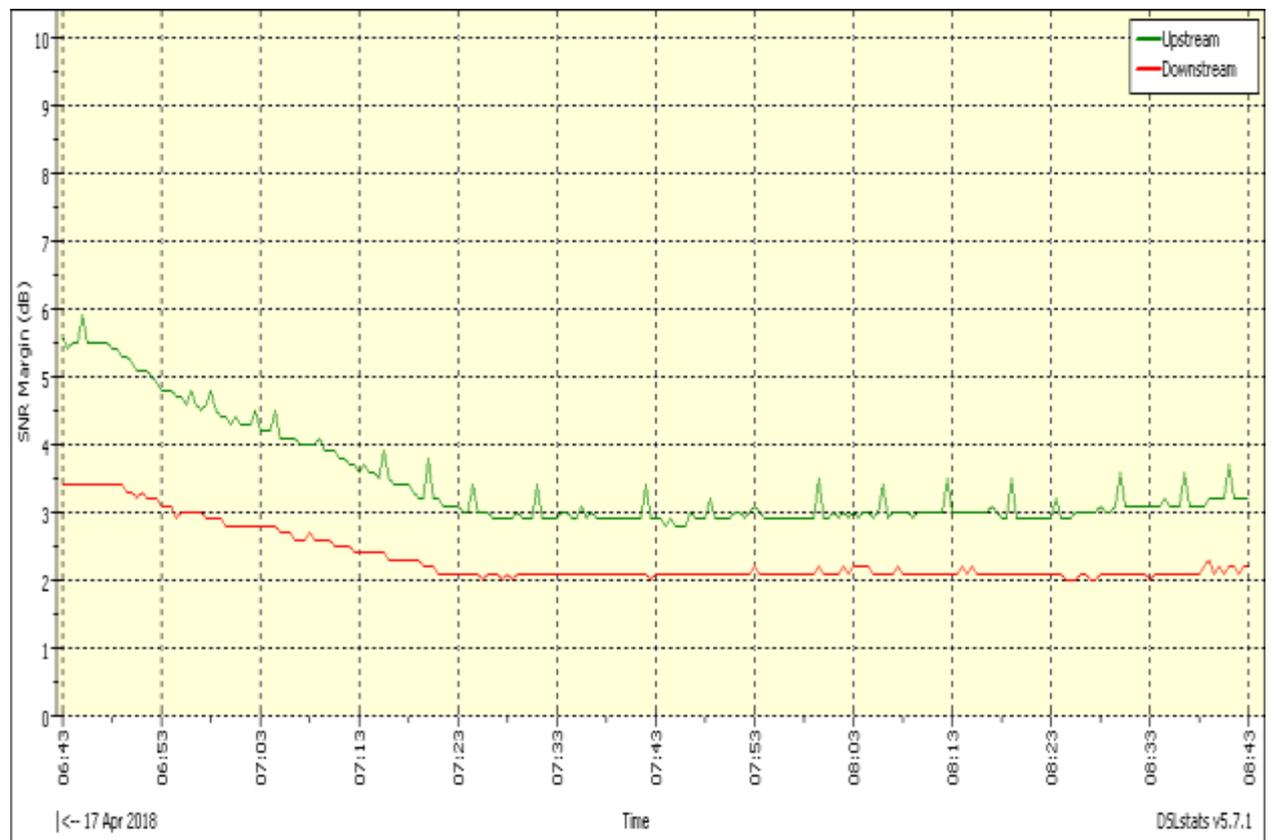
I have rung Matt Barrow and made these points and he agrees that the category of my property looks like an error.

I look forward to seeing my, and those of my neighbours', categories changed before you decide where to make your investments.

This letter is to send you the evidence showing that BT's service is lacking because of the overhead cable used in the area, something which would not happen with fibre.

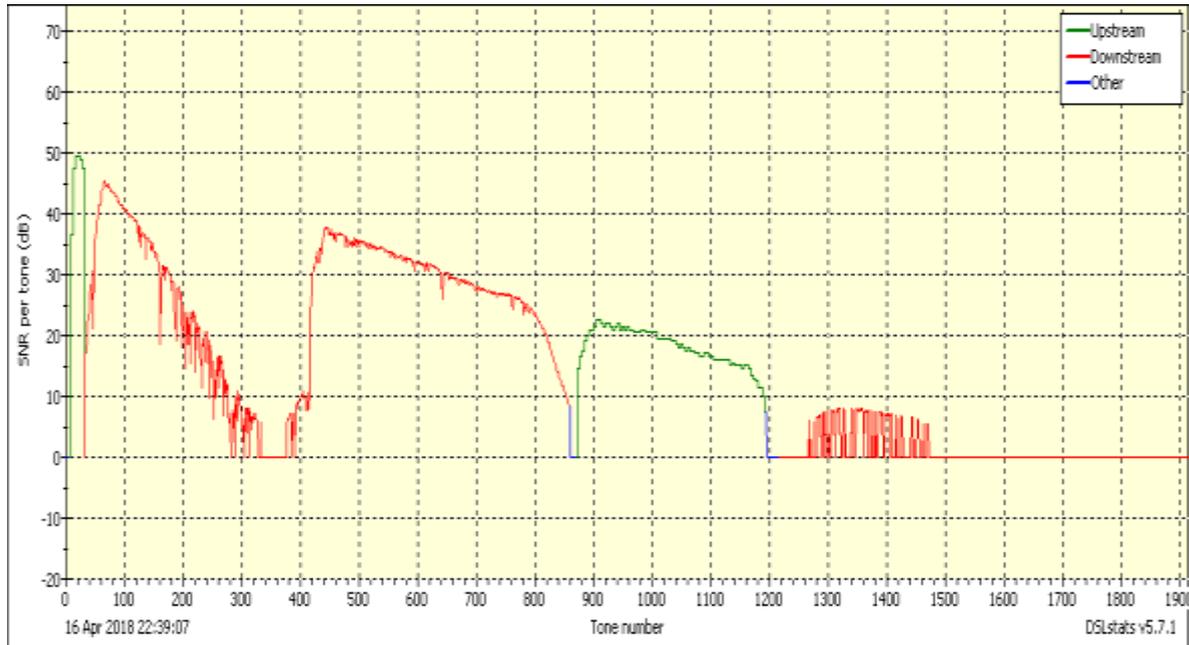
1. Interference by rain and snow

Attached is a graph of up and downlink signal to noise ratio SNR taken directly from my BT approved modem –



It started raining just after 6.30am – you can see how the downlink SNR is reduced from over 3dB to 2 and the uplink is nearly halved. The targets are 3dB down and 6dB up. The line speed drops and it becomes potentially unstable.

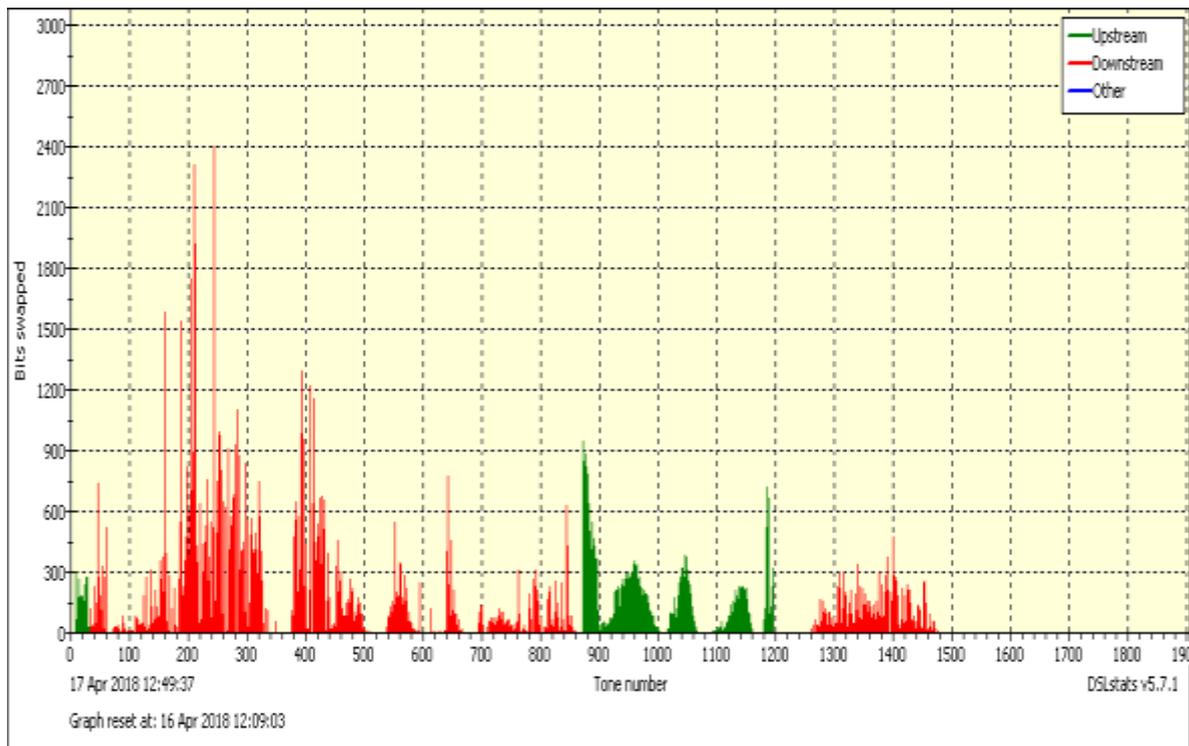
2. Interference by radio signals particularly at night



This graph shows the degradation over the different frequencies used by my broadband. You can see the drop off in the 150 – 300 tone range 650kHz – 1300kHz – i.e medium wave.

This happens to be last night's graph – it is often considerably worse than this.

In addition the number of bit swaps taking place can be seen as follows:



Bitswaps are where the modem is making efforts to improve the channels being used by swapping around the number of bits/tones. Once again you can see the furious activity being undertaken as the modem tries to avoid interference – again concentrated around the medium wave.

This reduction in service quality is a direct result of overhead cabling – and means that, in our postcode, we know of no-one experiencing service in line with current predictions. We believe it would not occur with fibre cabling – but it also means that you are making erroneous claims that properties can have superfast broadband. You will also be excluding properties from your arbitrary 15mbit/sec threshold without justification.

As a first step, as indicated, in my on line response, I look forward to my categorisation on your PostCode database being corrected back to “We’re working on it”.

Yours truly

Edward Kim Warwick-Oliver