

From: kieran.ingram November 2016 10:26

Subject: **Openreach BT Meeting**

Hi Cathryn, Mrs Aggiss, Mr Savory

Firstly thank you for the invite to the Parish meeting last Wednesday Night. It was great to meet so many residents and also see first-hand the troubles you have been facing so we can put things right.

To recap on the points covered at the meeting:

Firstly I talked about the work we are doing in the Shalford Exchange to change the way we connect your lines to our blocks before we connect the line to which ever service provider you have chosen to buy your service from. This from what we have seen has proven to give a better stabilised connection. Solving the broadband connection dropping out issue many of you have reported. Although this issue isn't impacting all customers we have taken the proactive step to make this change across the whole exchange which should be finished by the end of this week.

That said not all faults in the area are the same issue and have been found on investigation to be issues in customers home wiring for example or where they simply position their Hub or Router.

Please continue to let me know of any issues you are facing, me and my local team can then investigate and resolve. However as explained I do need residents to raise a fault with their Service Provider also, as we need their permission if we do make changes to any aspect of your lines.

Secondly I shared details of which cabinets are fibre enabled or are due to be in the next phase of rollout. Most of the information about this can be found on the Superfast Essex website <http://www.superfastessex.org/en-us/home.aspx> where I encourage residents to register your demand for future phases. Finally Giles my colleague from BT Group also spoke our alternatives to accelerating fibre rollout in the area and the option of community fibre <http://www.communityfibre.bt.com/>

There were a few other smaller questions we covered and I took away to deal with personally, so if anyone did have any further questions or were unable to make the meeting and would like to raise anything please get in touch.

Many Thanks again.

Kieran Ingram

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