

MOST OF THE CORE VILLAGE OF WHADDON HAS GONE LIVE TODAY!

19 October 2015

At last! It is important to note that there are still anomalies in the data which will prevent a few of you ordering, but BT are working to sort this out. The only area where I can see a lot of houses with issues is at Dyer's Green, and we know this is a technical issue which Openreach are trying to sort out. Those of you there will have to exercise patience—I'm really sorry about this.

This is a long message but I hope there is something useful for everyone in it.

Ordering

Remember, you DON'T need to take the new service. If you are happy with the speed you have and don't want any of the sorts of things made possible by fibre, then stay as you are. I suspect most will be desperately wanting an improvement, however!

Remember you are looking to order a FIBRE broadband service. The exact marketing term may vary, but it likely to be 'superfast' or something like that, but the key word is FIBRE.

You should start by doing a quick check with the BT wholesale checker on your number. The address is <http://www.dslchecker.bt.com>

If "FTTC" (Fibre To The Cabinet) at the left shows "Available" at the right, you can place an order. More about speeds later.

If you cannot see FTTC, this probably means that BT are still sorting out residual bugs on the line. It will be working in the 24 hours, according to Connecting Cambridgeshire.

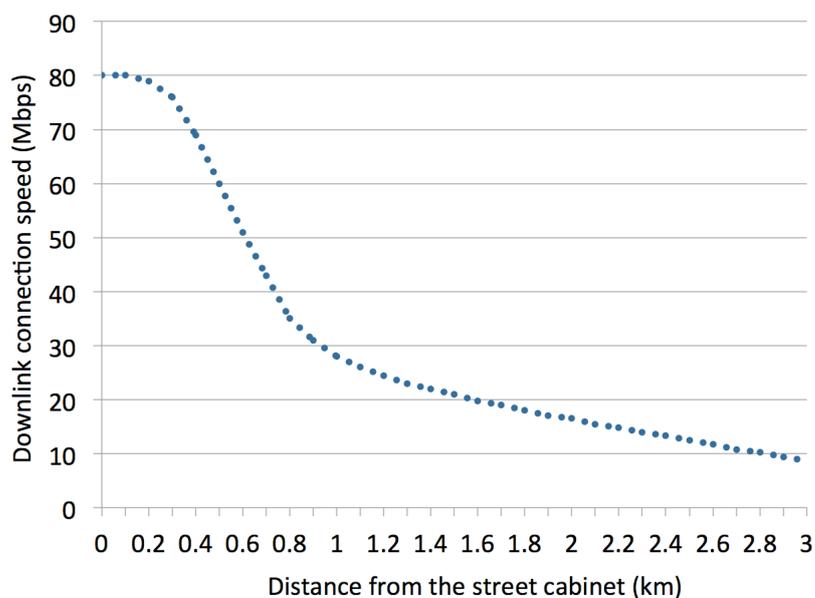
When you start ordering, you have a choice of two fibre services, 38/40mbs and 76/80 mbs. Think about which one your household is most likely to need—whether you have a house full of game players, or those who like to download films or who want to watch 'catch-up' TV via the internet., or whether you just want to do email, web and a bit of video. Most ISPs will be advising that only the "speed freaks" will need the faster service. So long as your ISP offers both, you can of course upgrade or downgrade if you want later.

The BT availability checker will give you an idea of the MAXIMUM speeds possible. These speeds are based on a formula on the length of your line, and do NOT deal with some of the horrid bits of wire we have in the village.

Here is a summary by rough location:

Top of Bridge Street	about 80 mbs
Middle of Bridge Street	about 80 mbs
Dyer's Green and perhaps beyond	round about 40 mbs
Town Farm Close	about 80 mbs
Church St to College Farm	about 80 mbs
Meldreth Road by the Green	about 38 mbs
Far end of Meldreth Road	about 22 mbs

You don't need to be a rocket scientist to see this is roughly related to distance from the cabinet in Bridge Street. The graph on the next page also shows how speed drops with line length.



Here are three screen shots from the availability checker.

Town Farm Close

Telephone Number 01223207434 on Exchange ARRINGTON is served by Cabinet 3

Featured Products	Downstream Line Rate(Mbps)		Upstream Line Rate(Mbps)		Downstream Range(Mbps)	Availability Date
	High	Low	High	Low		
FTTC Range A (Clean)	80	74	20	20	--	Available
FTTC Range B (Impacted)	80	70.4	20	19	--	Available
ADSL Max	Up to 1		--		0.75 to 2.5	Available
Fixed Rate	2		--		--	Available
Other Offerings						
Fibre Multicast	--		--		--	Available

Dyer's Green

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Featured Products	Downstream Line Rate(Mbps)		Upstream Line Rate(Mbps)		Downstream Range(Mbps)	Availability Date
	High	Low	High	Low		
FTTC Range A (Clean)	48.3	32.4	10.2	6.4	--	Available
FTTC Range B (Impacted)	40.3	23.4	10.2	5	--	Available
ADSL Max	Up to 1		--		0.75 to 2.5	Available
Fixed Rate	2		--		--	Available
Other Offerings						
Fibre Multicast	--		--		--	Available

End of Meldreth Road

Telephone Number 01223207434 on Exchange ARRINGTON is served by Cabinet 3

Featured Products	Downstream Line Rate(Mbps)		Upstream Line Rate(Mbps)		Downstream Range(Mbps)	Availability Date
	High	Low	High	Low		
FTTC Range A (Clean)	22.3	15.1	2.6	1.2	--	Available
FTTC Range B (Impacted)	16.5	7.1	2.6	0.8	--	Available
ADSL Max	Up to 1		--		0.75 to 2.5	Available
Fixed Rate	0.5		--		--	Available
Other Offerings						
Fibre Multicast	--		--		--	Available

Choosing a supplier

I gave a list of ISPs in my last message. Note that if anyone is on the original system which brought broadband to Whaddon in 2004 (Trilogy/Edge/GCI), they do not yet offer a fibre service, so you will have to change.

Bear in mind the following points when making comparisons and choosing

1. You may just want to stay with the provider you have at present, so long as they offer fibre.
2. Check what they offer; not all will offer the 76mbs package
3. Make sure the price you have includes whatever phone call package you need
4. Look at contract length
5. Many will make a charge for activation of £25–£60
6. Take a good hard look at what views of their customer service are like. Remember that disgruntled customers tend to be more vocal than those who are happy and thus can unbalance the view on the internet. <http://www.ispreview.co.uk> is a good source. It's worth checking whether they have support "24/7" or not, and also where their customer service and support is located.
7. Make sure you check about any special terms and conditions of switching, and also how long it will take. The procedure for changing supplier has changed this summer. See <http://www.broadband.co.uk/guides/switching-broadband-suppliers/>. If an ISP tells you that you have to do anything with your current supplier, other than perhaps drop them an email, they are wrong; the new process is led by the new supplier.

Several people have asked me whether they will have to get a new router. As everyone who wants fibre will be ordering a new service, even if you are staying with your current provider, a new router is usually part of the deal. Some ISPs offer an all in one router (called an ADSL/VDSL router) while others offer two, the VDSL and ADSL parts separately. Due to recent changes by Openreach, most suppliers will be moving to an all in one router. This will all be made clear to you by your ISP.

Please feel free to give me a call or send an email if you have a question. I cannot recommend a choice of ISP, as that has to be between you and your family, but I may be able to offer an impression or two here and there. [Of course, I also don't want to be blamed if your choice turns out not to be what you wanted!]

Thanks for your patience. I will be email contact again in a couple of months to see how things are going.

Best wishes,

Nigel Strudwick