

BROADBAND SURVEY

Conducted over the weekend 24/25 January 2009

DownLoad Speed(Kbits)		UpLoad Speed(Kbits)	Quality of Service
Receiving		Transmitting	
480		236	Constant intermittent breaks
1200		370	
696		329	
464		233	
232	These are the right way around	349	Constant intermittent breaks
246		120	Constant intermittent breaks
480		245	Constant intermittent breaks
900		300	Constant intermittent breaks
920		325	Constant intermittent breaks
952		376	
960		301	Constant intermittent breaks
762		350	Constant intermittent breaks
800		350	Constant intermittent breaks
480		228	Breaks
248		225	Occasional breaks

I should point out that breaks will only really show if you are sending or receiving big emails, videos, downloading programs, using remote access or playing on-line games.

BROADBAND

In the

HATLEYS

I think everybody within our community will agree that our Broadband service is certainly lacking in quality. Whilst at times my speeds are acceptable, I suffer from the more infuriating problem of continuous intermittent breaks in service. These breaks are the cause of all my problems as they prevent the receipt and transmission of emails, they prevent the successful downloads of big files and as for downloading anything from BBC iplayer, it's impossible.

Like everyone else, I need a permanent reliable broadband service especially as many more of us are conducting our businesses from home in the current economic climate, and we are paying the same as others in the country who are getting a far more superior service, at our expense.

Back in January 2009 (see back page) I undertook a survey in the villages to see what level of service we were getting. BT has always maintained that my property is too far away from the Telephone Exchange in Gamlingay, so I wanted to know if it was better to live in Hatley St George rather than East Hatley. The answer is a big NO. Both villages are getting a very poor service although the users in the offices at the tower do get an excellent service that I understand they were forced into paying extra for.

I have taken our cause to BT and very reluctantly despite hours on the phone and numerous letters into the chairman's office I have had to admit defeat. I have made all my complaints on behalf of myself and our community so BT knows that it is a community problem. In reality the Chairman's office has told me that they cannot do anymore and my only option is to get our MP involved to bring pressure on them. To me this seems crazy however if that is what they are saying we must do, then I will and steps are being taken. I have also already approached our Parish Council and they in turn have involved the district Council.

Just to outline the situation for everyone, BT is the supplier of everybody's Broadband regardless of who you pay. When BT was privatised many years ago it was decided that BT could not retain ownership of all the telephone exchanges and cables in the country, as that would be unfair to competitors. So BT set up another business called BT Wholesale who then sell availability to all telecom's suppliers. This means that even if you get your Broadband from BT they have to pay BT Wholesale for your service. If you report faults to your supplier, then they in turn must report it to BT Wholesale.

BT have conducted hours of tests on my line and have acknowledged that the equipment in Gamlingay exchange is close to being overloaded. This means that

our breaks in service are caused by lost data rather than a physical problem with our cables. This is not the same as slow speeds which is caused by being a long way from the exchange. Unfortunately when BT has highlighted this to BT Wholesale who control all the equipment they are refusing to upgrade anything, as at the moment they say that nobody is complaining. As an individual my voice is weak however as a community we could become strong and loud enough to be heard. I do know of one family in Hatley St George who has tried with their supplier and got nowhere, so the answer is definitely perseverance.

The reason for this letter is to ask for your support in helping us get a better Broadband service. Please if you are not happy with your service then do please complain and don't be fobbed off. The more that BT and the other suppliers realise that we have problems then the more chance we have of achieving something.

You can test your Broadband at any time for free and I am still curious to know what grade of service you are actually receiving. When running the test you should see a fast progression up to your maximum speed. It should not be jumpy.

www.broadbandspeedchecker.co.uk

Typical Broadband problems are:-

Emails failing to send at the first attempt
Emails being received more than once
Downloads stopping before being fully received
On-Line games freezing during play
Web pages slow to load
Web pages freezing

When working away remote access into your system keeps being lost

Many thanks and successful complaining,

Allen Miller

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