

Broadband Availability Report

Clyro Community Council, August 2017

Notes: A minimum quality broadband service is at present is about 5 MBps (Megabytes per second), which is enough for one unit decoding a High Definition picture. Multiple users will slow this down considerably. This utilises the old copper cable, the same one that has brought your phone line for decades. A modern zippy download speed could be up to 40-50 Mbps depending on distance from Clyro, although 17 Mbps should suffice for normal usage. 'Old' system is copper wire, 'New' network is by optical fibre, but that requires a technology upgrade - literally running new cables.

Information is sketchy and at times contradictory, but after talking to Openreach UK and BT business, I've gleaned the following:

1: The Optical Fibre Network is a priority of BT, and that upload speeds of 30-40Mbps should be attainable countrywide, and is the aim of the system upgrade.

2: The green BT Clyro cabinet outside Buttercup Meadows does not yet (I am told) have an Optical Fibre running to it, or if it does, it is not connected to anything.

3: Optical Fibre has already reached Hay on Wye, and it appears (although I have not personally tested the lines) that there are customers with up to 40Mbps in Hay.

4: The link to Clyro is currently listed on the Openreach website as at the 'Build' sequence, but trying to establish a timescale is difficult, with 'Months not years' being bandied around.

5: If you or any of your relatives are having issues with their broadband, then contact BT as there are minimum speeds at which they can charge for the service. First stop with any Broadband issue, call your provider.

6: Despite the recent influx of BT technicians in Clyro, the Hay Road being dug up and stories of Optical Fibre already being in Clyro, BT and Openreach are claiming that isn't.

7: BT/Openreach stand to make a healthy profit by rolling out Superfast Broadband as they can charge more for it, so there is a healthy incentive to make it happen.

The screenshot shows the Openreach website interface. At the top, there are two input fields: 'Enter your full landline or postcode' with the value 'HR3 5SL' and a 'Search' button, and 'Address Check' with a dropdown menu showing 'Court Evan Gwynne, Clyro, Heref' and a 'Go' button. Below these is a 'Fibre Journey' progress bar with steps: WE ARE EXPLORING SOLUTIONS, IN SCOPE, DESIGN, FIELD SURVEY, BUILD (highlighted), CONNECT, ACTIVATE, and SUPERFAST ACCEPTING ORDERS. A magnifying glass icon is positioned over the 'BUILD' step. Below the progress bar, there is a text box with a house icon and a magnifying glass icon. The text reads: 'We're laying the fibre that will serve your area. You can't order a fibre service today, but we currently estimate you will be able to between now and December 2017, as long as the engineering build goes smoothly. The checker will let you know as soon as a fibre broadband service is available to you. Find out more about the fibre journey.' To the right of this text, there is a magnifying glass icon over a server rack icon, with the following details: 'Exchange name: Hay On Wye', 'Exchange status: Fibre enabled', 'Cabinet number: 1', and 'Technology: FTTP'. At the bottom of the page, there is a small map showing the location of Clyro.