

# LLANSANNOR COMMUNITY HALL ASSOCIATION

Registered Charity No: 1112822

20<sup>th</sup> April 2018

The Old Mill  
Llansannor  
CF71 7RW

Hi

## **UPDATE on the provision of High Speed Broadband in Llansannor, City & Trebettyn**

Firstly may I apologise for not sending an update to everyone since the end of January. Although I have been in touch with many of you individually in the meantime. The main reason for not writing is the situation has been so fluid I have simply not been sure what I could pass on to you with any degree of confidence it would happen.

Believe it or not though we are making progress in getting FTTP broadband availability to everyone in our area, although it has and continues to be a game of snakes and ladders and many of you will still be extremely frustrated by the whole process.

So where are we:

First the positives: Openreach have now acknowledge that everyone in City (between Fron Rhyd and Low fell) and in Llansannor Court and Court Farm areas will be connectable to FTTP broadband. Indeed quite a number of you have already been connected, with varying ease or degrees of hassle and others are in the process of having their installations completed.

The down sides are: Even though Openreach has acknowledged you can be connected there are various capacity shortages on the network. This is causing some of you significant problems and delays in getting orders accepted and installed by your ISP. To the extent that many of you have had their orders delayed or cancelled at the last minute and/or have had to reorder several times. Who this affects appears to be almost random. So its not just you.

And there is as yet no indication of what can be done in the 'outlying areas', Trebettyn, Windmill Farm, Gelli Goll Farm and the bit between Llansannor and City, where I am. More on this later.

The latest information I have from Openreach last week, in regard to the City and Llansannor is that they are currently working on upgrading the switching and there will be capacity for everyone within 4 months. However, different properties are affected by different switching issue so some connection issue will be resolved and capacity available well before that. Please be aware though, you have to contact your ISP, they wont contact you and even when you have an order in place it can take several weeks to get through the installation process.

My advice for what it is worth is

- Monitor the BT we web checker regularly - <http://www.dslchecker.bt.com/>
- Keep pestering your ISP, especially if the checker shows 'waiting list'. I know it's a pain but they wont come to you, you have to be prepared to chase them...
- If your ISP is not BT consider changing to BT. They are far from perfect but as several of you have discovered the other ISP do not seem to be geared up to providing FTTP in this area and are saying you can have it when BT will provide it.
- Please continue to be patient, however frustrated we all ar it is happening all be it in 'little steps'

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As far as the 'outlying' areas are concerned we are still waiting to receive feed back from Openreach in regard to our 'Community Fibre Scheme' Application for these areas. It would appear they have been swamped with applications and there is a significant backlog. Apparently the delays are particularly affecting areas like ours where the network was partially installed and they have to first establish what work has already been done under Superfast Cymru before responding.

In addition to this I have a meeting on 30th April with Creative Rural Communities to discuss possible funding under the 'The Rural Community Development Fund' (RCDF) by way of "support for broadband infrastructure, including its creation, improvement and expansion, passive broadband infrastructure and provision of access to broadband". This is to establish if we could make an application under this scheme for funds to cover any costs involved in implementing a 'Community Fibre Scheme'.

However, the truth is whatever we do here it is going to take time and I doubt it will be resolved this year.

I hope this information is of interest and if nothing else lets you know you are not alone but there is progress. If you are in the 'available area' good luck with your installations. Please do keep me advised of how you are getting on - the good the bad and the ugly. I may or may not be able to help you specifically if you have an issue, sometimes we have been able to, but knowing what is happening allows us to keep the group pressure on Openreach to ensure they complete the upgrades and address any other issues as quickly as possible.

Thanking you again in anticipation for your support. As I have said before we can and are resolving this but we do continue to need support from everyone to keep moving forward.

Yours sincerely,

*Phil*

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