*OxOnline Broadband Update 30/11/2015*

*Can anything be done re the performance of users attached to cabinet 2 (Mill Road)?*

Our target is to get premises 64,500 premises accessing speeds of 24Mbps and above per the national standard as set by the Department for Culture Media and Sport who is partially funding our programme (https://www.gov.uk/guidance/broadband-delivery-uk); and an additional 14,165 premises achieving speeds in excess of 2Mb.  I would recommend that residents who are not receiving superfast speeds try the following:

- visit the ADSL checker (http://www.dslchecker.bt.com/adsl/ADSLChecker.TelephoneNumberOutput ) and check what speeds they should be getting

- check what speeds they are getting (directly connected to their router as service providers will not accept the additional degrade in speed from wifi connections) by using a speed tester e.g. (http://www.speedtest.net)

- check how their distance from their cabinet affects the speeds that they can anticipate receiving http://www.thinkbroadband.com/guide/fibre-broadband.html.

If there is a disconnect between these sources then they can raise this as an issue with their internet service provider.  From a programme perspective the cabinets have been delivered and the premises have received a step change in speeds that will mean no further work will be carried out on these two cabinets.

*I note that Openreach have asked for planning permission for a third cabinet to be placed at Shiplake Cross but this may only be the ancilliary cabinet addressing a predicted shortfall at Church Lane representing  a very small number of houses...would you be kind enough to clarify the position re this cabinet and whether it might help the majority of  users in Shiplake Cross?*

There is another cabinet planned which will cover the following postcodes: RG94BX, RG94BT, RG94DJ, RG94DH, RG94DL, RG94DN, RG94DW, RG94ES, RG94EN, RG94DR, RG93JY, RG94DP, RG94DF, RG94BU, RG94BL, RG94DA, RG94DD, RG94BY, RG94BS, RG94BW, RG94BN, RG94DG, RG94DE, RG94DB.  There is overlap between the cabinets as some postcodes are served by more than one cabinet.

## Could you/Openreach confirm the number of possible connections at each cabinet and that there are still connections available.?

There are still connections available on all cabinets – we installed large cabinets and all cabinets can take at least 288 connections.  The cabinets are installed with a primary card that can take circa 140 connections. When this card is full, a standard business as usual process is kicked off to install a new card.  The 'turn around' on this installation is usually a couple of weeks. The reported 'cabinet full' issue you heard about would have been when a card was full on one of the cabinets.  This has subsequently been installed and there are plenty of available ports on both cabinets.