

Superfast Broadband Update – July 2014

Wiltshire Online are working hard with our partner BT to rollout fibre broadband as part of a £35million project to deliver superfast broadband to 91% of homes and businesses in Wiltshire; our commitment also includes ensuring everyone in our intervention area will receive a standard minimum service of 2mbps. Royal Wootton Bassett was one of our first communities to benefit from the Wiltshire Online project.

What do we mean by Intervention Area?

In 2011 as part of the contractual process and to adhere to EU State Aid law, Wiltshire Online undertook an Open Market Review. The Open Market Review took a snapshot of all premises (both residential and commercial) across the county and invited telecom providers to state what areas in Wiltshire they had already upgraded, or were planning on upgrading, as part of their commercial activities. The areas that were not going to be targeted commercially formed what is known as our 'Intervention Area'. This intervention area was formally agreed upon signing the contract with BT in January 2013 and it is where, according to EU State Aid rules, we are allowed to invest public money in. The intervention area and the premises that make up the area is set for the duration of the current project (end date March 2016).

What cabinets have been upgraded by Wiltshire Online?

The following cabinets off the Wootton Bassett exchange are live and ready for service:

Cabinet Number	Postcodes Served
1	SN47AY, SN48BB, SN48BF, SN48DL, SN48DN, SN47AU
2	SN47AH, SN47JP, SN47JR, SN47JT
5	SN48HG, SN48HQ, SN48HW, SN48JZ, SN48LG
7	SN47SR, SN47BL, SN47EH, SN47QB, SN47QJ, SN47QS, SN47QU, SN47QX, SN47QY, SN47RZ, SN47SA, SN47SE
8	SN47DW, SN47EZ, SN47LE, SN47PA, SN47SB, SN47DB
9	SN47PR, SN154DH, SN47PS, SN154DJ, SN47PW, SN154DL, SN47QL, SN154DN, SN47QN, SN47PA, SN47QP, SN47PD, SN47QQ, SN47PE, SN47QR, SN47PF, SN47QW, SN47PG, SN47RX, SN47PH, SN47PJ, SN47PL, SN47PN, SN47PP, SN47PQ
10	SN48EF, SN48EG, SN47GZ, SN48EJ, SN47HB, SN48EL, SN48DR, SN48EP, SN48DS, SN48ER, SN48DT, SN48ET, SN48DU, SN48JA
12	SN47SP, SN47FE, SN47FF, SN47FG, SN47FH, SN47FJ, SN47FL, SN47FN, SN47FQ, SN47LB
14	SN48LQ, SN48NT, SN48NU, SN48QF, SN48QJ, SN48QL, SN48QR, SN48QS, SN48QT, SN48SY

Please note: if your postcode is showing in the above table then you should be able to order the improved fibre service. However, not all premises within the same postcode area may be able to order an improved service at the same time; this is because some postcodes may be served by more than one infrastructure and it may be that not all of the infrastructure has been or will be upgraded.

How do I order the improved service?

We would suggest the first step is for you to contact your existing Internet Service Provider (ISP) to see if they are offering the improved fibre service.

Although BT are installing the infrastructure, we are providing an open network which means a wide range of ISPs will be given the opportunity to offer their services across the improved network; this means you should be able to choose from a range of providers to purchase the best package to suit your needs. However, note that the decision to provide services will be down to each individual ISP according to their business model and is outside the control of this project.

Before ordering the new service, especially if you are considering changing providers, we would advise checking with your existing ISP that you are not tied into a contract as it may cost you to move.

Will I definitely get superfast speeds?

The Wiltshire Online project is installing a fibre network; this means we are replacing the copper wire from the local exchange to the cabinets with fibre. The connection from the cabinet to your premise will remain as copper so the further you are away from the cabinet, the more impact it has on the speed you are able to receive. However, we are confident that the majority of residents will be able to benefit from the improved service.

As a rough guide to potential speeds that you are able to receive, you can use BT's online checker [here](#).

What if my postcode is not listed?

The project runs to March 2016 and we still have some work to complete in the Wootton Bassett exchange area. We have launched a postcode checker on our website to allow residents to keep up to date with the progress of our rollout. The website address is: www.wiltshireonline.org

The postcode checker returns results of homes and businesses in our intervention area only. Royal Wootton Bassett has some commercial fibre broadband coverage and if your postcode does not appear in our postcode checker you may sit within a commercially enabled area. If this is the case, you will need to contact your ISP in the first instance to see what services are available to you.