

# Better Broadband For Nottinghamshire



Nottinghamshire  
County Council



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## How to Order an FTTP Service

Dear Resident, *Superfast Broadband has arrived in your area!*

The county council along with BT have been working to improve broadband in this area. We are delighted to announce that engineering work has been completed and you are now able to place an order for a fibre to the premise (FTTP) service. FTTP is the most up to date broadband solution currently available and will be capable of delivering speeds of up to 330 mbps. Because this type of broadband is so new, ordering an FTTP service is slightly different. **ACT NOW - YOUR SERVICE WILL NOT BE UPGRADED AUTOMATICALLY.** Please see our step by step guide below for details on how to upgrade.

**Step 1 Find the best deal.** Because FTTP is still a relatively new technology not all internet service providers (ISPs) currently offer a package, so you may need to consider change providers. Take some time to explore your options, get quotes and choose the right deal for you. Take a look below at a table of ISPs that offer a FTTP service in Nottinghamshire, this is a good place to start gathering quotes, but bear in mind this list may not be exhaustive and as the market grows the list will grow too.

**Step 2 Survey.** When placing an order, your chosen ISP will provide you with a date for an engineer to visit and carry out tests or even a survey should one be necessary. In some cases, additional works may be required to bring the fibre cable into your premises, you will need to discuss this with your service provider.

**Step 3 Engineer Visit.** Following the survey, an engineer connects the fibre cable to a small box (approx. 15cm x 10cm x 3 cm) which will need to be fixed to your outside wall of your property. The box will be installed at a height that can be worked on from ground level.

**Step 4 Enjoy!** Take advantage of the futureproof broadband with the best speeds currently available.

## FTTP Suppliers Nottinghamshire

Fleur Telecom Limited	residential supplier
Plusnet	running trials
BT	residential and business supplier
Andrews & Arnold Ltd	residential and business supplier
Zen Internet Limited	residential and business supplier
IDNet	residential and business supplier
Interoute	business supplier
Elite Limited	business supplier
123Telecom Limited	business supplier
Townley Communications plc	business supplier
Securus Communications Ltd	business supplier
Daisy	business supplier
Bistech	business supplier

Should you require any further information please email: [enquiries.broadband@nottsc.gov.uk](mailto:enquiries.broadband@nottsc.gov.uk)

Dear Jayne Watson,

I am contacting you today on behalf of the Better Broadband for Nottinghamshire team as part of Nottinghamshire County Council. My name is Callum Jones and I recently began working for the team as their new Broadband Engagement Officer. As part of my responsibilities it is my job to ensure county residents are made aware that they have access to superfast broadband in their region when it becomes available.

I just wanted to let you know that the Fibre to the Premises (FTTP) solution serving 6 premises on Bawtry Road, High Street and William Bradford Close (DN106QW, DN106QS and DN106RB respectively) is now live. The important thing to note that upgrades do not happen automatically so in order to benefit, residents must take action before they could see an improvement. FTTP is the most up to date broadband provision currently available and will be capable of delivering speeds up to 330 mbps. The fibre to the premise (FTTP) solution doesn't involve the existing copper network, so speeds available are far more certain, with none of the variation in speed that occurs with a fibre to the cabinet (FTTC) solution.

When ordering an FTTP connection, the customer journey is slightly different to ordering a standard broadband package. It is important to note that Openreach is not the only provider, there are some other service providers, however the number of suppliers is considerably smaller. I have attached to this email an attachment which concerns how residents can approach ordering a FTTP service. I have also listed below the premises who has access to this FTTP solution. I would appreciate if you, in your capacity to the parish council, could provide this information to your residents and spread the word that ultrafast broadband has arrived in the area.

House number	Building Name	Street/Post town	Postcode
1		William Bradford Close/Doncaster	DN10 6RB
	The Poplars	Bawtry Road/Doncaster	DN10 6QW
	The Gables	High Street/Doncaster	DN10 6QS
	Toll Bar Garage	Bawtry Road/Doncaster	DN10 6QW
	Austerfield Grange	High Street/Doncaster	DN10 6QS
	The Cedars	Bawtry Road/Doncaster	DN10 6QW

Kind regards,

Callum Jones | Broadband Engagement Officer | Economic Development  
Place Department | Nottinghamshire County Council  
web: [www.nottinghamshire.gov.uk/broadband](http://www.nottinghamshire.gov.uk/broadband)



**From:** Jayne Watson <[chair@missonparishcouncil.org](mailto:chair@missonparishcouncil.org)>  
**Sent:** 02 January 2019 12:25  
**To:** Enquiries Broadband <[Enquiries.Broadband@nottsc.gov.uk](mailto:Enquiries.Broadband@nottsc.gov.uk)>  
**Subject:** Misson, Nottinghamshire

Dear Callum,

Thank you for your email regarding Better Broadband for Nottinghamshire. I am rather confused by the content. You detail 6 properties in Austerfield that have access to the FTTP solution that are now live. Austerfield is in South Yorkshire and not Nottinghamshire and no properties in Misson are listed in the email. So has Superfast Broadband arrived here in Misson?

I would be grateful if you could update me on the Misson status for fast broadband access; when further properties can access this service and how many potential connections there are. Numerous people have been unable to obtain the service because no further connections were available.

Thank you for your help.

Regards,  
Jayne Watson  
Chair, Misson Parish Council

Dear Jayne,

My apologies. It does appear that the properties relate to Austerfield which as you have clarified is in South Yorkshire. I am unsure as to why this information was provided to the Better Broadband for Nottinghamshire team. I made a mistake in thinking all DN106XX postcodes related to the Misson Parish Council.

According to our records there are 319 premises in Misson that are set to receive superfast broadband speeds as part of contract 2. We have also signed an additional contract with BT Openreach which is set to focus on areas of Bassetlaw which were not included as part of contract 2. Premises that were not included may be included in the future as we remodel plans of deployment.

I have made a note to discuss the remaining Misson properties that are set to be served as per contract 2 that have not yet gone live. I am hoping that during my next meeting with BT Openreach I will be able to get some answers as to how progress is going.

Sorry for the confusion.

Kind regards,  
Callum Jones | Broadband Engagement Officer | Economic Development  
Place Department | Nottinghamshire County Council  
web: [www.nottinghamshire.gov.uk/broadband](http://www.nottinghamshire.gov.uk/broadband)