

Dear Sirs

I've listened to the part of report that interests me & would like to make a few suggestions.

Just to give you a bit of background on my situation.

- I couldn't get BB at first due to length of line & quality of line (bit like "knotted string" as old & lots of repairs over life). I did however get BB when ADS2 came in.
- I now have a ADSL Max connection (i.e. up to 8Meg) but because of my distance just under 5 Km from exchange the most I can ever get is 0.9Meg.
- You talk of Fibre to Cabinet, which in towns is fine. Alas my village & another near by village don't have a cabinet, the one we share is outside my village on the other side of a main road. I understand two big cables come from exchange but then only one goes under road to my village. The cabinet is some 2.86 Km from Sheringham Exchange. My property is just under 2Km from the cabinet, along the old wire with many joins. I feel that this will mean that my service will probably improve & may just meet the USO (Universal Service Ob) of 2 Meg but won't be a good service.
- My village is basically a ribbon development with branches & at village sign the trunk splits two ways. I live up one of the splits. I would suggest if we can only have FtoC (due to mess World is in) that places like my village should have a new cabinet so that longest distance from cabinet to any property is not greater than 1 Km, possible in West Beckham by putting new cabinet near village sign which is a cable junction. Obviously this wouldn't be affordable in more remote places were only a couple of houses up a branch but with quite a few villages it would be reasonable solution / cost.
- BT I understand are near saturation of cable use in West Beckham as BB need a complete pair of cables while two phones can share a pair. If more people wanted BB in West Beckham it mayn't be possible. I saw a case on local TV that this has happened in one location in E Anglia. BT will need to spend money & they might as spend it with future in mind.

You talk about the USO of 2 Meg. A question I've never been able to get an answer to but you probably know a person who can answer it. The answer has a bearing on the USO.
QUESTION.

Take two customers. Both with the same ISP. Both on the same ADSL Max (i.e. up to 8 Meg) service. Naturally both on same exchange & going down the same out put pipe to ISP.

When the internet ISP gets busy the service (Meg bits) customers get lowers.

If one customer is near exchange & max service level they get (at non busy times) is say 7 Meg & other customer is like me (nearly 5 Km away) is say getting 0.9 Meg (at non busy times).

As the internet service slows what happens?

Do both customers suffer same % drop in speed i.e. if 50% one gets 3.5 & other gets 0.45.(If one has poor connection one is always a "runt of litter" customer)

Or does the "7 Meg" customers service level drop to 0.9 Meg, then we both get same lower service level & then if situation gets worse we both drop further.

If first situation applies while a person near Exchange will always get a USO level the other one at other than quite times is unlikely to get the USO. **You need to well define the conditions under which a USO must be meet.**

I hope my comment / suggestions help & may be taken in to account.

Regards

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