



Better Broadband for Norfolk Information Sheet 11 (20 May 2013)

In December 2012 Norfolk County Council and BT signed a deal that means over 80% of Norfolk's homes and businesses are expected to be able to access superfast broadband (24 Megabits per second plus) by the end of 2015. In addition to this, the Better Broadband for Norfolk programme intends to make minimum broadband speeds of 2Mbps available to all Norfolk premises by the end of 2015. The first services are expected to be available by the end of this year.

Over the next two and a half years, work to survey, upgrade and install broadband infrastructure will take place and better broadband services will become available in 'phases'. We want to keep the people of Norfolk informed and updated about the programme and the work that is underway to provide better broadband services in the county. Read on for our latest update.

What's happened since the last update?

Planning, design and survey work required before BT can begin upgrading and installing its fibre networks is running to schedule.

It also means that we should be in a position to tell you which exchange areas are set to benefit from faster broadband speeds in the first phase in the next information sheet, which we'll make available as soon as we can share this news. First phase better broadband services are due to be available by the end of the year.

If I live or work in a first phase exchange area, what broadband speeds will I be able to receive once the installation work is completed?

While we'll be able to tell you which exchange areas will be upgraded in the first phase in the next information sheet, we won't be able to tell you **at this stage** what broadband speeds individual premises will be able to receive. This is because until the infrastructure is installed we won't be able to accurately identify the speed each premises can expect to receive – a number of factors can potentially affect speeds and we don't want to mislead anyone.

But please don't worry. In the first phase – and each subsequent phase – thousands of homes and businesses will be able to receive much faster speeds than they currently can, and we remain committed to the speed coverage targets set out at the top of this information sheet. We are determined to ensure as many Norfolk premises as possible can access better broadband for the investment available.

Once the new, improved networks are 'switched on' and new services from internet service providers become available, you'll be able to find out what services you can access and at what speeds via the Better Broadband for Norfolk website.

Website? What website?

We have a brand spanking new website! You can find it at www.betterbroadbandnorfolk.co.uk. It already has lots of useful stuff about the Better Broadband for Norfolk programme on it including frequently asked questions and information about the technology we'll be using. As the programme progresses, it will hold pretty much everything you need to know, so you might want to add it to your favourites now.

If you require further information please telephone Norfolk County Council on 0344 800 8020.