

**For Info: Call for evidence on rural broadband**

Councillor Bowles' response as follows:

The time span for replying to this request for evidence is untenable due to the research and consultation that is necessary in putting a response together.

In the meantime please find attached some of our earliest responses.

We are engaging with Kent County Council and Hugh Robertson MP on the subject but it is certainly causing problems to my residents. It is making home working impossible which is causing one-man businesses to rent offices elsewhere and cause unnecessary travel and it is particularly unfortunate that some people interested in setting up businesses from home are relocating into areas without realising there are problems with broadband reception.

<b>Residential or Business</b>	<b>Problem Encountered</b>
Residential	Unable to receive broadband. Told by engineer this is due to distance from Boughton Exchange and old cabling. BT still keep telephoning trying to sell them broadband.
Residential	Unable to receive broadband. Written twice to BT's chairman – no response from him just a standard reply about vast cost to upgrade. Have now been able to get "3" which is better than dial-up.
Residential	Initially received broadband as they were within 8km from exchange. Service began to deteriorate. After 2 years BT informed them they would no longer support broadband on their line. Now have ongoing problems with connectivity.
Residential	Not able to receive broadband at all due to distance from exchange. Even dial up is poor.
Residential	Not able to received broadband, engineers came out 3 times and seemed reluctant to admit they couldn't get it. Neighbours also unable to receive broadband.
Business/ Residential	Can not receive broadband along with neighbours as too far from exchange. Works from home so has to work at in-law's house. Has purchased a mobile modem but this only gives intermittent and slow speeds. Advised by BT to keep trying every six months but they have no plans to upgrade line.
Residential	Can not receive broadband. Uses a 3G Vodafone card which only works on 2G mode – this is 20% faster than dial up.
Residential	Live up a long drive and have been told too far from village of Sheldwich. There are 29 apartments where they live but BT will not connect them up. Some residents have managed to get a modified slow broadband with a special filter. Have been told theirs is one of the oldest exchanges in the country.
Residential	Broadband speed 0.5 meg, BT said "what do you expect to get on the line you are using".
Residential	When first moved to area 4 years ago BT said broadband would be achievable but after purchasing equipment it would not work. Told too far from exchange. However a neighbour who lives further away can get intermittent broadband. Has just been told that Capital Project Team will not look at Hogben's Hill broadband until 2011.
Residential	Broadband speed 0.42 meg.
Residential	Can not receive broadband, dial up poor. Speed 30.6 kb
Residential	Does receive email but aware of a group in his area that can not:
Residential	To far away from exchange to receive broadband, suspects there are 100 plus in area in same position. Has a friend in the Hebrides who can get high speed broadband.
Residential	Can not get broadband due to distance from exchange. BT told them that even when exchange updated they still may not get broadband due to distance.
Business	No details in email, just said "Good letter. Thank you"
Residential and Throwley webmaster.	Throwley doesn't have broadband as some distance from Eastling. Usual speed 1.3mb/sec. Peak times speeds are slower.
Residential	Does have broadband, however speed very low. Aware of others in locality who can not get broadband.

Residential	Can not get broadband.
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Residential	Can not get broadband, has to use dial up. Too far from exchange. Aware of at least 5 neighbours in the same position. BT have said the only way to get upgraded is to put a case forward via the Parish Council.
Residential	Not happy with broadband connection.
Residential	Not happy with broadband connection.
Residential	Can not get broadband, too far from Faversham exchange. However neighbours on Ashford exchange have no problems.
Residential	Problems with broadband, knows neighbours have same problem along with residents at The Square ME13 9QZ
School	The school has a broadband connection and has been asking if this connection can be shared with local residents and organisations. Currently ongoing discussions.
Residential	Initially told by BT he could get broadband and then after sending an engineer out at resident's expense said they couldn't. Was charged for 18 months for broadband he didn't receive (admits he didn't check his bills therefore didn't pick it up). Problems then getting re-imbursed. Has ISDN which doubles the speed but very expensive.
Residential	Discussions with BT about overall complaint.