

# Abbots Ann Parish FTTP Final Report

## About this Document

This report covers Abbots Ann parish ONLY, which includes Little Ann, Abbots Ann Down, St John's, Red Rice, Little Ann Bridge and the western part of Anna Valley. A separate Final report will subsequently be provided for Monxton and part of Amport.

## Background

In the spring of 2021, the FTTP project really got underway and a campaign started to get as many properties in the Abbots Ann parish, Monxton and 27 properties in Amport to sign up to the governments Voucher scheme.

The government voucher scheme would provide funds based on signup to pay for the implementation of FTTP meaning direct **Fibre-To-The-Property** from the exchange.

The project would cover ALL properties currently covered by the Abbots Ann telephone exchange.

Openreach came up with a quotation of £850,000 for the implementation of fibre to the nearest telegraph pole or manhole to every property. This did NOT include the 10 to 30 metre connection from the pole or manhole to the actual property. This final connection to the property was the responsibility of a different department within Openreach. When a property owner contracted their ISP for a FTTP installation or upgrade, then the ISP would request the installation from Openreach for the connection from the pole or manhole to the property.

We managed to get **421** properties in Abbots Ann signed up which were a mixture of business and residential properties. The voucher scheme would provide £1,500 for residential and £3,500 for business properties.

## FINAL Project Status

The FTTP implementation meaning getting fibre to the nearest telegraph pole or manhole of every property is **97.2%** completed in Abbots Ann parish. The following are the key figures:-

- There are **634** business and residential properties in the parish at the start of this project in late 2020.
- There were **51** businesses, which had registered addresses in Abbots Ann parish in **October 2021** when full submission with addresses was provided to Openreach.
- As of the date of this final report **615** properties either have FTTP installed and working or it is available and can be connected subject to the property owner requesting an upgrade from their ISP (Internet Service Provider)
- There are **19** properties or query entries related to the Abbots Ann parish. These either cannot have FTTP for an unknown reason, or has been incorrectly entered or not updated on the Openreach database.

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## Postcode Areas where there are still Issues

Out of the **19** properties which currently cannot be connected to FTTP, eleven (11) are considered to be caused by incorrect entries in the Openreach database, rather than technical issues or non-availability of a full fibre connection.

Postcode	Total Number of properties	Number of Properties with FTTP Available	Properties WITHOUT FTTP Available	Comments
SP11 7AS	15	13	2	Should be able to be connected
SP11 7AU	29	26	3	Possible Address errors
SP11 7AX	7	6	1	Invalid Address in Openreach Database
SP11 7BT	14	13	1	Should be able to be connected
SP11 7BU	3	0	3	Unknown, may no longer be valid
SP11 7DB	3	0	3	Issues at Manor Farm
SP11 7DN	9	4	5	Still not available in Little Ann Bridge
SP11 7NH	22	21	1	Potential Error in Openreach Database
<b>TOTALS</b>	<b>634</b>	<b>615</b>	<b>19</b>	

Little Ann Bridge on the A343 is shown as not available, yet the full fibre has been available on the telegraph poles between the Little Ann junction and cattle lane junction for some time. This means that properties beyond the cattle lane junction including Andover Garden Centre are shown in the Openreach database as not available. It should be noted that these properties might still have a broadband connection, but remain over the copper wires meaning there speed is limited to 70 megabits per second.

## Properties that cannot be connected with FTTP

Any property owner who wishes to be connected to FTTP but has been told that it is not available should take the following actions:-

1. Check to see if your property is listed for “**Ultrafast Full Fibre Broadband**” at <https://www.openreach.com/fibre-checker> , if it is, then contact your current or a new ISP (Internet Service Provider) and request an upgrade.
2. Otherwise still call your ISP and try the following, which works with some ISP’s who have a knowledgeable person at the end of the phone:-
  - a. Say you want to upgrade to FTTP (Ultrafast Fibre Broadband) of course they will ask for your address and then they will say it is not available yet. If you are speaking to an experienced person, you say that all the other properties around me have it installed. Can you ask Openreach to do a survey for my property?
  - b. Now the person may say, I cannot do that, what it actually means they do not want to do it. Openreach will only do at a survey at the request of an ISP. You may or may not get somewhere; it very much depends on your ISP’s willingness to try.

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3. If you have no luck so far, then your next step is contact Openreach Customer services which is intended for ISP's at [fibrecommunitypartnership@openreach.co.uk](mailto:fibrecommunitypartnership@openreach.co.uk)
4. If you still have no luck, then you can also try contacting Michelle Maidment, Regional Engagement Manager at Openreach at [michelle.maidment@openreach.co.uk](mailto:michelle.maidment@openreach.co.uk) or phone 0331 6243077
5. If you have tried all the steps above, then you will need to start talking to the senior management and that means Matthew Bateman who is the Director Infrastructure Development and reports directly to Clive Selley CEO of Openreach. Matthew can be emailed at [matthew.bateman@openreach.co.uk](mailto:matthew.bateman@openreach.co.uk)
6. You will need to be very pushy, but if all your efforts have still failed, then contact me.

## **Other Information**

The information in this report was gather during the project and validated using Openreach's own database information.

Every care has been taken to ensure that all information presented is correct.

## **FTTP Feedback from the Community**

Those people who had subscribed to the FTTP Broadband status updates were asked to register at <https://www.abbottsann.com/register-your-connection-to-ftp> and 157 people provided feedback. Details are available on request.

## **Broadband Email Address**

The [broadband@abbottsann.com](mailto:broadband@abbottsann.com) address will be taken out of service on 31<sup>st</sup> December 2024.