

Monxton FTTP implementation Status Report

About this Document

This report covers the village of Monxton. There are separate status reports for Abbots Ann Parish and 29 properties in 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 29 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 **91** properties in Monxton 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.

Project Status

The FTTP implementation meaning getting fibre to the nearest telegraph pole or manhole of every property is **61%** completed in Monxton. The following are the key figures:-

- There are **158** business and residential properties in the parish
- As of the date of this report **96** 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 **62** properties in the Monxton which currently cannot be connected to FTTP
- Out of the properties not able to be connect to FTTP, thirty one (**31**) had signed up for the government voucher scheme. See appendix for full details.
- The Openreach Project manager for our project has not been contactable since June 2023 and I assume he has left Openreach.

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Summary by Postcode

Postcode	Total Number of properties	Number of Properties with FTTP Available	Properties WITHOUT FTTP Available	Comments
SP11 8AH	12	12	0	
SP11 8AJ	2	2	0	
SP11 8AL	16	3	13	Requires Immediate Openreach Action
SP11 8AN	3	0	3	
SP11 8AP	11	10	1	
SP11 8AR	10	7	3	
SP11 8AS	8	0	8	Requires Immediate Openreach Action
SP11 8AT	13	0	13	Requires Immediate Openreach Action
SP11 8AW	18	2	16	Requires Immediate Openreach Action
SP11 8BH	1	0	1	
SP11 8BT	6	5	1	
SP11 8BU	6	5	1	
SP11 8BX	4	3	1	
SP11 8BY	4	4	0	
SP11 8BZ	28	28	0	
SP11 7DA	16	15	1	
TOTALS	158	96	62	

Openreach Action Required

Out of the **62** properties, which currently cannot be connected to FTTP, thirty one (**31**) are considered priority because:-

1. These properties had signed up to the governments voucher scheme and the contract requires that Openreach make the connection with 12 months. The Vouchers expire in February 2024.

Other Information

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

Whilst every care has been taken to ensure that all information presented is correct, please email broadband@abbottsann.com with any questions, comments or updates.

FTTP Status Report prepared by Keith Saunders on 16th January 2024

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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 as listed below

Address including Post Code	Internet Service Provider	Any Comments or Feedback
Dingley Dell, Monxton SP11 8AR	BT activated 14th November2023	The whole process with BT has been a complete nightmare. It has taken two months to get this activated and in the process my home phone number was changed after I had confirmed I wanted to keep it.
3 Abbots Ann Down SP11 7BZ	BT 22/09/2023	Thank you Keith and the Abbots Ann FTTP Fibre Upgrade Project Team. Brilliant job.
Hillcrest Old Salisbury Road SP11 7NS	Vodafone	
9 Sunnybank Monxton SP11 8BZ	British Telecom	
5 Farm Road SP11 7AU	Sky	Connection completed 20/10/23
Roman Barn Cottage, Monxton, SP11 7DA	BT	
Lancaster, Salisbury Road, Abbots Ann	BT	The Openreach engineers were exceptionally customer focused, and made the process so easy. Excellent service, especially from Luke Hool, who went the extra mile to make sure we were happy with the work.
Pendene, Dunkirt Lane SP11 7BB	plusnet activated 12/10/23	
Paisley House Monxton SP11 8AP	Plusnet	

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Whipsiderry, Red Post Bridge, Monxton Road,	B. T.	
Hillcrest, Old Salisbury Road, Abbott's Ann, SP11 7NS	Vodafone	
SP11 8AQ	BT	Variable results on speed checkers - BT app says 700gbps, all others 60-70 I.e what you would get with FTTC...
Brookwood House	BT	ISP is BT but the service is managed through Southern Business Communications (SBC) as part of our business contract. Thank you so much for making this happen!
Osmaston, Salisbury Road, SP117NX	BT	Went smoothly, now have improved WiFi
Chalk House Dunkirt lane SP11 7BB	Vodafone	
4 Council Houses Abbotts Ann Down Andover Hants Sp11 7bz	EE	
Mayfield, Duck Street, Abbotts Ann. SP11 7AY	Sky	
114 Abbotts Ann Down, SP11 7BX	Plusnet	
3 Manor Close. Abbotts Ann, SP11 7BJ	PlusNet	Had a problem making the engineers make the connection where we wanted it. They laid the cable to the house where they wanted it without reference to us so additional cable had to be laid
The Forge, Dunkirt Lane SP11 7BB	BT	Excellent Service from Openreach. Very polite and professional
8 Farm Road. SP11 7AU	Zen	

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67 Farm Road, Little Park, SP11 7AU	Vodafone	
Long Thatch, 61 Duck Street, SP11 7BG	BT - was installed 30/8/23	All done very quickly - we're offered an appt the week following our enquiry. Installation very simple as asked them to replicate placement of copper cable with the new fibre cable.
Cedar Tiles, Old Salisbury Road, Abbots Ann	Zen Internet Active 17/8/23	All good this end. Thanks for your hard work to get this done.
4 Hillside Abbots Ann SP11 7DF	BT	Installation was professionally completed and hassle free.
4 Manor Close, Abbots Ann, SP11 7BJ	Sky	We are connected!
Lupin cottage, 40 Duck st, Abbots Ann, SP11 7AZ	Sky, connected about 24 August	Openreach took about 3 weeks to connect FTTP as the fibre was broken on initial installation but Sky was great.
53 DUCK STREET	UtilityWarehouse	All now installed. Thank you
Westcott, SP11 7NH	Andrews & Arnold	
28 Bulbery, Abbots ann SP11 7BN	Sky	
Pennymarsh, Little Ann Road, Little Ann, Andover, Hampshire SP11 7SN	BT	Very helpful and sensible installers from Kelly's. All went smoothly, in the end. The biggest problem was getting approval from TVBC, which took a long time and a couple of visits from Planners, as well as submission of application form, Heritage Statement, photographs, scale plans and sketches of what it would look like. All for a 5 1/2 inch square box, out of sight!
Lane house Dunkirt Lane SP117BB	BT	

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Mansion House, Farm Road, Abbott's Ann SP117AU	BT	
13. Bulbery. SP11 7BN	Bt	
Dovercourt , Dunkirt Lane, SP11 7BB	BT	Connected 24th August.2023. Test this morning 25/08/23 appears to indicate : Ping 333 ms Download 1.72 Mb/s Upload 1.52 Mb/s Operative from Kelly Communications for Openreach/BT was prompt courteous and as far as I am aware, efficient in getting the job done in an hour or so. Michael.
Larkrise, Old Salisbury Road SP11 7NH	BT	FTTP installed on 16 August 2023 and fully operational.
1 Farm Road Little Park Abbots Ann SP11 7AU	BT	
Friary Cottage 63 Duck Street? SP11 7BG	BY	
39 Duck Street SP11 7AZ	BT	
Thornhill old Salisbury road sp11 7NH	Sky	
Blake Dean, Duck Street, Abbots Ann SP117AZ	BT	Final installation yesterday, so up and running today. Apart from having to turn router and certain devices off and on again, all now seems to be ok
11 Hillside, SP104AY	BT	
Shilling Cottage Monxton Road SP117BA	BT	Installed 17 July Many thanks for all your support

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15 Hillside	BT	
The Thatches 27 Duck Street SP11 7BG	BT	All set up and running on Monday with no problems. installer set up everything including digital handsets with number transferred from analogue line.
Bywell	BT	
14 Hillside, Abbots Ann, Andover, Hampshire, SP11 7DF	BT	
6 Catherine's walk	BT	All went well except I was unable to keep my old tel no having specifically requested it Customer service??
8 Hillside	BT	Apart from having to wait 3 weeks for BT landline to be reconnected no other problems.
Yew Tree Cottage, Curch Rd, SP11 7BH	BT	Be warned: Engineer was happy to install our overhead connection through a tree which now requires tree works because the tree once in leaf is threatening to break the connection. Also Engineers seem content to install new fibre connections to listed properties within a conservation area without the necessary planning consents.
Saxley Farmhouse, Red Rice, SP11 7PG	SBC, Andover	House & Annexe connected and working v well. Thank you to all involved in sorting this out, fantastic achievement.
The Morrells Farm, Broad Road, Monxton, SP11 7DA	BT	Had to chase BT Openreach up several times to confirm fibre was ready to be connected to property. On previous calls to BT Openreach had been told it was not available. (when it was). Once order was made BT Openreach completed connection in exactly 2 weeks, with out a hitch, which I thought was good. (Connected on 26/07/23)
Little Park House, 28 Cattle Lane, SP11 7DR	BT	The router apparently had to be fitted to an outside wall, so we no longer have wifi connectivity throughout the house as it doesn't reach. However I'm sure I can purchase something to extend the wifi.

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1 Timothy's Field, Abbotts Ann, SP11 7AT	BT	My Mum, Chris Moore, registered for the scheme, but has since passed away. I have gone ahead and upgraded her BT account to full fibre. I called them last week and was given an appointment for the morning of 6th July. The engineer arrived at 8:30am and was here for about an hour. Everything was installed neatly, and he cleaned up after himself. I was offline for less than 10 minutes. Really pleased and impressed with the service, especially after hearing about problems others have been experiencing. Though, it was a very straightforward installation - we already had the correct router, and that was already installed by the access point into the house. Note: he did appear to be a contractor, rather than an Openreach engineer, so perhaps they have solved some of their resource issues that way.
2 kindersley Park, Salisbury Road. Abbotts Anne,	BT	Connected on 27.06.2023.
15 Manor Close, SP11 7BJ	Vodafone	All went very smoothly, the man from Openreach was very neat worker and helped explain the setup.
20 Hillside, Abbots Ann, SP11 7DF	Plus Net	
19 Hillside, Abbots Ann, SP11 7DF	Vodafone	Trouble-free Openreach installation on 12-Jun with broadband and telephone working almost immediately after completion
Bulbery SP11 7BN	Bt	
HIGHFIELD	BT	Connection made Wed 23rd May pm. Daniel made a neat job of everything but I haven't noticed any great increase in speed. It seems that if your computer is over 5yrs old this may be the case!
Bywaters, Hillside, Abbotts Ann, SP11 7DF	BT	Smooth install...

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8 Catherines Walk. Abbotts Ann., ANDOVER	SKY---- activated on 21/6/2023	Work done well, (I think!), and new set up seems to be good, (but I'm not technically minded or gifted, so we'll see what problems are yet to be encountered later!). In closing, thank you very much for all your efforts to bring this matter to a successful conclusion. We are fortunate to have someone in our community who is not only knowledgeable, but also willing to take on such a project. Many thanks , Kind regards, Geoffrey Davis
19 Kingsmead sp11 7pn	Sky	Some delay, but sky/Openreach brought it forward by a number of weeks-I understand the resource pressure and they performed excellently considering. I did manage to get a uk contact number which helped...
The Old Rectory, Abbotts Ann, SP11 7NR	SKY	Thank you very much to everyone in the village involved with organising this project.
8 Hillside, Abbotts Ann, sp11 7df	BT	(This form completed by Paul Stanton): A nightmare getting digital phone service to work. Finally on line today, although BT Hub says 'hybrid', not sure why. Took about 3 weeks overall to resolve
3 BULBERY	BT	
Pillhill Bungalow, Little Ann Bridge, SP117DN	BT	After 3 different engineer appointments, starting somewhere in January, fibre finally connected on 16/06/23. (First engineer said that we needed a survey and left, second connected internal kit but tree cutters on day did not have traffic management in place so decided not to proceed with trees on Hampshire highways land, third engineer coordinated with tree cutting and traffic management and installed external cabling.) Paying for speed of 150Mbps but only receiving between 7Mbps and 40Mbps in most parts of property. Engineer who installed internal kit, blew a brick on the outside of the front door - resulting in having to reposition the grey box to cover the mess (instead of locating it where requested). Telephone service switched to VoIP but hardware "not yet dispatched" and line quality with current telephone is terrible.
Woodlands prospect farm, Broad road, Monxton, SP11 7DA	EE	
Heathlands Duck Str, Abbotts Ann SP11 7AZ	BT	

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Greenways, Church Road, Abbots Ann, SP11 7BH	BT	Prompt installation 10 days after placing order with no problems
17 KINDERSLEY PARK, SP11 7NU	BT Business	Had mine installed this Friday gone, took about 2 hours to complete. No problems as yet my number was ported 2 years ago when I switched to BT business that was a bit of a nightmare but that was done sub- contractor not open reach
Little Prospect Farmhouse, SP11 7DA	BT	Done when they said they would do it despite new cables needing to be installed from pole to house ...actually a couple of days earlier than scheduled
Higlins Piece, Duck Street, Abbots Ann, SP11 7AZ	Vodafone	
Linden Cottage, Church Lane. SP117BE	Utility Warehouse	Only have internet in 2 rooms; before I had internet all over the house.
16 Kingsmead SP117PN	BT	
Minaki, Cattle Lane SP11 7DT	Talk Talk	Delay in making the line live at talk talk end but resolved within 12 hours
21 hillside, sp117df	Sky	
2 Abbots Hill, Little Ann, Andover, SP11 7PJ	Vodafone	The connection to the property had poor workmanship. I was one of the audited properties and the inspector agreed it needed some tidying up. I thought that might happen. After many weeks of no action I emailed the auditing person asking when the reparation work would be done. That six weeks ago and I have heard nothing. Commerce and politics are true practitioners of the mushroom management approach to service. My Vodafone kit and telephone transfer needed a lot of calls from me to get it working correctly and like you said for BT you need to find the right person to help. Once that is done all the problems were resolved in 36 hours.

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Beresford Old Salisbury Rd sp117nh	EE	All good so far. Rather annoyed that we were not told we could not keep our old landline number before the switch. Waiting for BT to provide new number and box to plug into new modem.
1 St Mary's Meadow	Vodoafone	Works well. No issues with Vodafone once initial set up resolved. Their provision is very good no interruptions but their customer service is prone to errors but they do get resolved. Go for Plusnet if you want better customer service.
Mayfield. Duck st Abbott's Ann SP117AY	Sky	All good and no issues
Old Trees House 25 Hillside SP11 7DF	BT	At first the house didn't show under the normal address as being FTTP ready but did when only using the house number but that was different from my BT account address so I contacted Openreach and they corrected it and I ordered FTTP. They only offered one date for installation which was a morning and unsuitable. I then used the BT site to change it and took a date a week later. FTTP was installed and that went well. The problem I had was a misleading pricing experience. I decided on taking the fastest speed and the BT site told me my current price and the projected new higher price which I accepted. The issue was one of bait and click. The original price we were paying for FTTC included a call plan. The new price should have been clear and not intended to mislead. But when I progressed it became clear that the new price didn't include the call plan. A week or so later the BT bill showed I'd been charged for the call plan twice. I called BT and they refunded the overcharge and promised to reduce the higher charge by the calling plan after installation so I proceeded. The same contact promised to comply with his earlier promise but BT then refused. I then repeatedly went through the complaints process which was merely met with one obstruction after another. They listened to the earlier conversation agreed that I'd been promised the reduction but said it "was an error" and refused to respect it. I then followed the complaints process via the ceo office. At first I was simply offered £50 and they closed the complaint without my agreement. I called and opened a new complaint. Eventually after a lot of stress and hassle they reduced my goodwill from £50 to £25 and added a £175 refund (?!). Beaten down I agreed on the basis that life is too short. I have repeatedly heard from Openreach after this telling me that I had to comply and order FTTP and I continually told them I had but as they have not updated their file I'm not answering any more of their coms. Jeff
8 Bulbery	BT	Swift, knowledgeable, helpful, went the extra mile engineer was amazing - had the cherry picker out in now time due to tree cover. All done and dusted on the day we booked. Router moved to different room at our request but also easier for them. No fuss or bother. Very pleased.

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31 Bulbery, Abbots Ann SP11 7BN	BT	
11 Hillside, Abbots Ann SP11 7DF	BT	
1 Hillside, Abbots Ann, SP11 7DF	Plusnet	
12 Hillside, Abbots Ann, Andover, SP11 7DF	BT	The Talk at the W I meeting was most helpful thank you, Openreach have been good with their text communications and, thankfully yesterday went smoothly.
8 warren drive abbotts ann SP11 7DE	BT	
Cherry Trees, Old Salisbury Road, Abbots Ann, SP7NH	BT	
16 hillside sp11 7df	BT	
27 Cattle Lane Abbots Ann SP11 7DR	BT	<p>Promised broadband speeds have not been achieved. BT installed digital service despite our request NOT to do so. As a consequence, elderly persons' call button does not work.</p> <p>We will contact our provider in respect of both of the above.</p> <p>We are very grateful to the Abbots Ann team for their tireless work to bring this project to fruition and for the excellent communication and regular progress updates.</p>
6 Hillside, SP11 7DF	BT	<p>Activated today, 26 May.</p> <p>Engineer good, unsure of attic cable routing as their rules did not allow attic work. But I did that side of things and pulled cable through. Internal box did not update requiring new unit and help line support by engineer. All now working..</p>
Pentcrest	BT	Very neat work.

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2 Hillside, SP117DF	BT	
4 Bulbery SP11 7BN	EE	Openreach could have completed connections to the houses serviced from the pole in our garden more efficiently. Coordinated them rather than doing them separately.
Abbots Hill House, SP11 7NN	Vodafone	<p>Many thanks!</p> <p>Keith and all his colleagues have done a fantastic job, especially given the pain and stress of getting a project like this actually implemented - and all their effort unremunerated/uncompensated. The faster speeds have made a huge difference.</p> <p>I would be delighted to make an appropriate donation to a village project/charity they recommend, please email bank details to my email above</p> <p>Many thanks again. Kind regards Peter Sykes</p>
Oakcuts Red Rice Andover SP11 7PQ	BT	No problems to date very pleased with the service
6 Abbots Close, Abbots Ann, Andover SP11 7NP	BT	
5 Abbots Hill, Little Ann, Andover, SP11 7PJ	BT Fully connected	Job took to long to complete
21	BT	
2 Manor Cottages, Abbots Ann, SP117BQ	BT	Still not getting the speed I pay for
The Old Manor SP11 7BH	Sky	
2 Manor Close Abbots Ann SP11 7BJ	Sky	It all went very smoothly. The Openreach team lifted the brick drive and installed with no damage.

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10 Bulbery, Abbots Ann, Andover, Hants, SP11. 7BN	BT	
Burnside, Little Ann Road, SP11 7NW	BT	Activated February 17th
Old Prospect Farm, Monxton SP11 7DA	BT	
Old Trees House, 25 Hillside, Abbots Ann, SP11 7DF	BT	Installed today, good installation, waiting for it to acclimatise to full speed.
26a Bulbery, SP11 7BN	EE	
22 Hillside, Abbots Ann, SP11 7DF	BT, 09/05/23	While the overall installation process in the village seemed chaotic, with the various contractors making lots of mistakes during the digging phase, I have to say... it works, and it works brilliantly. I have no idea how you had the patience to deal with its implementation, but it is appreciated!
Heathlands Duck Str, Abbots Ann SP11 7AZ	BT	None
17 Hillside	BT	Activated 23rd May '23 Fast efficient connection.
Rivermead Sp117nw	Vodafone	Vodafone cut off old broadband 3 months before connection to fibre but all working now.
Plane trees foundry rd SP11 7NG	BT. Live from 31 March	Over head connection to my chosen location accepted and installed without question. Excellent service
19 Kingsmead, Anna Valley, SP11 7PN	Sky	
1 Manor Cottages, sp11 7bq	Bt	Having to have it moved to another position due to being ugly on a listed building.

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10 manor close SP11 7BJ	Sky	
6 Timothys Field, Abbotts Ann SP11 7AT	Vodafone	Install and activation completed today (23 May)
Pinewood, Little Ann	BT	Thank you for driving this project for the village
11 Manor Close, ABBOTTS ANN SP11 7BJ	BT	Two abortive appointments until a third successful appointment
11 Catherines Walk, Abbotts Ann, SP11 7AS	BT	Connected by OpenReach/BT on 4 May 23. Final connection fed the fibre through the existing ducting from our house wall to a junction box in next door's garden (10 Catherines Walk) and then drill through our house wall to fit modem etc next to redundant landline entry socket. All fibre in Catherines Walk seems to have been routed via existing ducting, without drilling into pavements or road. Speed to hub consistently around 900Mb download, 110Mb upload.
4 Bulbery, Abbotts Ann, SP11 7BN	EE installation completed 4 Ma	The Openreach engineer was great. Very helpful, courteous, efficient.
20 Manor Close Abbott's Ann Andover SP117BJ	Bt	Very good work force.. so far pleased with Out come.
19 Manor Close Abbotts Ann SP117BJ	BT	lplayer etc on TV not working after they left. We had to sort that out ourselves.
The Manor, Church Road, Abbotts Ann, SP117BH	BT	Activated about one month ago, hope Geoff has not recorded already as otherwise double entry - if so, apologies, Esther
Beck Cottage SP11 7NW	Sky Business	Activation date 17/03/23
Burnside, Little Ann Road, Abbotts Ann, Hants SP11 7NW	BT	

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sp117nw	vodafone	No compensation yet for 3 months without any internet. Charged extra for new fibre service, currently much slower than before. Contract with vodafone but failed appointments were Openreach, so each hides behind the other. Pretty fed up as they have repeatedly lied.
8 Abbots Hill, Abbots Ann, Andover, Hampshire, SP11 7PJ	Vodafone	
10 manor close, Abbots Ann SP11 7BJ	Sky	All good so far
14 Manor Close SP11 7BJ	BT	
Field House. Monxton. Andover. Hants SP11 8AS	BT	
3 Abbots Close	BT	All up and running
9 Manor Close, Abbott's Ann, Andover SP11 7BJ	BT. Connected 22/03/23.	The reliability and download speed is poles apart from our old network. Thanks.
8 Abbots Hill, Abbots Ann, Andover, Hampshire, SP11 7PJ	Vodafone	
1 Lindisfarne Amport SP11 8AQ	BT	
6 St Mary's Meadow, Abbots Ann, SP11 7SZ	BT	
The Manor, Church Road, Abbots Ann, Hampshire, SP117BH	BT	
SP117BQ	BT	Fibre has been installed

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Flat , Post Officebt	Bt	
5 Kingsmead, Little Ann, SP117PN	BT	No, The BT engineer was polite and friendly, in and out in less than an hour and the connection fully tested.
16a Kingsmead, SP11 7PN	BT	Speed seems as advertised. Only criticism is the Openreach engineer wouldn't connect to the same room in the house as the existing copper connection due to a tree. Also they didn't remove the old internal or external cabling as they should have so I now have 2 cables attached to my house.
Hayfields, Little Ann Road, SP11 7NW	BT	<p>Due to arrive at 08:00, actually arrived at 15:00 with no hoist so only the two new boxes were installed. It was an Openreach staff engineer not a contractor, and he was very professional. He returned the next morning at 08:30 with a hoist. The Fibre cable was installed and connected by 11:00, a very tidy job (the first item that the engineer brought out of his van was a dustpan and brush).</p> <p>BT had only supplied a 2m hub cable and the hub is 4.5m from the outside wall so Keith Saunders himself made us up a 4.5m cable in order for the fibre to be connected. The engineer could not connect and test the landline, though, because BT had a backlog of switching requests. However he left one phone connected to the fibre cable and one phone connected to the copper cable so that we would have some sort of landline service whatever happened. BT eventually switched the landline over three days later. I installed the new Digital Voice Adaptor and all four phone handsets worked fine.</p>
Folly Cottage, Abbots Ann, SP11 7BH	Plusnet	see separate email from Louise
6 Abbots Hill, Little Ann, Andover SP11 7PJ	BT	Installation was delayed because previous building work (carried out without regard to the telephone wiring) meant that the main connection point for the new feed was not adjacent to an outside wall: it was in the middle of a utility room. BT kept me informed at all times and a competent and personable BT engineer solved the problem speedily and very neatly. Really pleased.
2 Gilberts Mead Close, Anna Valley, SP117PL	Vodafone	
2 New Farm Cottages	EE	It took 3 months (Oct to Feb) to get 1st booking for connection and that failed to arrive. So had to wait a further month (March). When they arrived all went well and only took 2 hours. Connection worked straight away and getting 100Mb no problems

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Folly Cottage, Church Rd, Abbots Ann	Plusnet	
1 Timothys Field, Abbots Ann SP11 7AT	BT Activated 13/2/2023	
7 Abbots Hill, Little Ann, SP11 7PJ	BT	Very smooth process. BT Openreach arrived on the day advised - the conduit to the house was blocked but was resolved a few days later. The main advantage was being able to ring BT, speak to someone who spoke English and who could answer questions about my broadband service and the installation. Straightforward and seamless. Also BT provide a phone connection.
Paddock End, SP11 7SN	BT	Original appointment booked for 10th Jan but Openreach failed to appear. Rebooked for 9th Feb, but after much complaining this was brought forward to 18th Feb.
10 Abbots Hill, SP11 7PJ	BT	Two failed appointments to connect us. No problems once connected. Speed >350 mbps
River cottage, 85 Little Ann Road, Little Ann, Andover, SP11 7NW	Vodafone - 26/1/23	Took 2 days to connect to our house as we were told that the box on the telegraph pole had failed a test and we had to wait for them to fix it.
2 St. Mary's Meadow SP11 7SZ	BT	Installed on 12/1/2023. Working ok plus digital voice phones.
10 Kingsmead, Anna Valley, SP117PN	BT	We had an issue with the service which meant a 2 week gap after the copper line was switched off before the new fibre line was working. Openreach and BT couldn't work out what was wrong and we had several engineer visits to try to resolve. We also had a visit from the Department of Media Sport and Culture who helped to escalate the issue. Unfortunately, There is also a really poor repair of the block work road which has been reported as it's subsiding. However, thank you to the village team for getting this project off the ground, we finally have fast fibre broadband!
5 St Mary's Meadow, Abbots Ann, SP11 7SZ	BT	
10 manor close Sp11 7bj	Sky	I'm being told I can upgrade manor close now

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PILL BROOK HOUSE	Sky	<p>Was really easy to arrange both with Openreach and Sky after a slight wobble because Openreach, for some reason had my house down under the wrong name. Which meant Sky did not recognise I had access to FTTP until I got them to talk to each other. After that, really smooth process, and quick, and when working the difference is staggering. My connection has fallen out quite a few times, but speaking to Engineers outside the house it is linked to them working, so unlikely to be a long term issue. Finally, very many thanks for all your efforts and work to get this done.</p>
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