REPORT TO:	OVERVIEW & SCRUTINY COMMITTEE	AGENDA ITEM:
DATE OF MEETING:	1 AUGUST 2007	CATEGORY: DELEGATED
REPORT FROM:	DEPUTY CHIEF EXECUTIVE	OPEN:
MEMBERS' CONTACT POINT:	Mike Roylance (01283) 595725	DOC:
SUBJECT:	Broadband	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE:

1.0   Purpose of Report

1.1   To advise the Committee of BT's previous response to the issues raised regarding the Company's Broadband service.

2.0   Detail

2.1   In July 2006 the Council wrote to Sir Christopher Bland, Chairman, BT Group plc highlighting complaints received from local businesses about the unreliability of the BT Broadband service out of the Swadlincote exchange and the speed of the programme to upgrade the 1MB service to 2 and then 8MB. The businesses affected felt that this was hampering their development. There were also complaints of long downtimes on current service provision.

2.2   BT Major Customer Complaints responded in September 2006, confirming that in 2006 they completed a programme of enabling the majority of their telephone exchanges in South Derbyshire, including Swadlincote, to support up to 8Mb Broadband. However, whilst this capacity existed, at present customers had to apply for the increased speed and each request was subject to line capability checks. BT had no immediate plans to automatically upgrade existing customers to the higher capability. The Company also noted that it was not the only provider of Broadband services and should any customer wish to access increased Broadband capability, they should contact their service provider.

2.3   BT's investigation found no evidence of any general unreliability with the Broadband service from the Swadlincote exchange. The Company stressed that users experiencing service problems should, in the first instance, contact their internet service provider.

2.4   In the absence of evidence of specific problematic instances (times, dates, names, addresses, telephone numbers, and so on) it was not possible to take the matter further.

3   <u>Financial Implications</u>

3.1   None arising directly from this Report.