



**BETTER BROADBAND
FOR OXFORDSHIRE**
Connecting homes and businesses

Bringing high-speed fibre broadband to over 96% of homes and businesses in Oxfordshire by the end of 2018



Better Broadband update - May 2018

Introduction: Pace of delivery has improved since December 2017 with some 32 structures having been built and commissioned enabling a further 1,670 Oxfordshire residences and businesses to be able to order superfast broadband.

Oxfordshire is performing well in the national context, with over 96% of premises now able to receive speeds above 30Mbps. However, progressing delivery in the remaining areas is particularly challenging given the rurality.

In the early phases of the contract, single cabinets were benefitting over 170 premises on average, where the current delivery phase sees this reduced to twenty or so premises per structure delivered. The locations of these small communities is often some distance from fibre, thus dependent on significant lengths of fibre ducting needing to be installed along country lanes. This in turn is reliant on sensible plans for traffic management sensitive to local transport considerations.

Meanwhile, Oxfordshire residents and businesses continue to outperform most of the UK in taking up the new service with over 54% of the premises connected through our programme now using the improved infrastructure.

Cllr David Bartholomew

Cabinet Member for Finance & Communication

Our latest performance statistics



Universal Service Obligation (USO) update

The Government has confirmed that universal high speed broadband will be delivered by [a regulatory Universal Service Obligation \(USO\)](#), giving everyone in the UK access to speeds of at least 10 Mbps by 2020.

This is the speed that Ofcom, the independent regulator, says is needed to meet the requirements of an average family. After careful consideration the Government has decided that regulation is the best way of making sure everyone in the UK can get a decent broadband connection of at least 10 Mbps as soon as possible.

Following the creation of new powers when the Government passed the Digital Economy Act 2017, they launched a consultation on the design of the regulatory USO in the summer of 2017. The Government will now set out the design for a legal right to high speed broadband in secondary legislation in early 2018, alongside a detailed response to the consultation.

Ofcom's implementation is expected to take two years from when secondary legislation is approved, meeting the Government's commitment of giving everyone access to high speed broadband by 2020.

New Gigabit Voucher Scheme (GVS) launched



Full fibre broadband connections offer the fastest and most reliable speeds available, and the government is committed to a vision of a full fibre Britain. As part of this commitment in March 2018 a £67 million Gigabit Broadband Voucher Scheme was announced.

Gigabit vouchers can be used by small and medium sized businesses and the local communities surrounding them to contribute to the installation cost of a gigabit capable connection. Businesses can claim up to £3,000 against the cost of connection either individually or as part of a group project. Residents can benefit from the scheme as part of a group project which also includes businesses, and can claim for a voucher of up to a value of £500. One gigabit is the same as 1,000 megabits – so it's a big leap forward in connection speeds that could benefit you and your business into the future.

For full details about whether you are eligible for a voucher and to connect you to a full fibre broadband supplier, go to: <https://gigabitvoucher.culture.gov.uk>

Case study: Bob gives stamp of approval!



“Hooray - it's so much better and really worthwhile! I can now exploit my smart TV more fully and watch catch-up on demand, boxed sets etc. I am also going to move to Netflix and use Amazon Prime more frequently.”

Bob has retired and belongs to many clubs in his local area, one of which involves stamp collecting. He enjoys using the internet in his spare time to research and order products, find out what local events are going on, pay bills, send images of stamps to his social club and generally, for keeping in touch with friends. Since upgrading to superfast broadband, Bob's download speeds have soared to around 54Mbps – a dramatic improvement on the less than 2Mbps he used to get!

Bob said: “I’m now receiving a vastly improved service, especially with downloads. It’s so much easier to send images via email now, which are mostly pictures of my stamps; this was previously impossible or painfully slow as the screen would often just freeze.”

“It’s been very welcomed by the youngsters who feel much less isolated - they can efficiently and without the frustration of the internet dropping-out, communicate and share things more easily with their friends and also access schoolwork to complete their homework, especially as much of this is done online now.”

[Read the full case study](#)

Digital helpers now in Oxfordshire libraries



In October 2017, the County Council launched a campaign to recruit Digital Helper volunteers to work in our network of libraries across Oxfordshire to boost the confidence and skills of those who need extra help to get online. All around the county volunteers have been coming forward to generously donate their time and skills to provide one-to-one support for people with little or no experience of using computers or the internet, or those who want to try something new online or get help with a new device.

The aim of our Digital Helper programme is to help people:

- access services online – including council services

- become more independent
- reduce isolation

Regular sessions are now run at nearly every library in Oxfordshire providing an average of 102 hours of digital assistance per month. Sessions can be found via this [link](#) or by contacting the branch directly [here](#). Customers can also take advantage of Oxfordshire Libraries free Wi-Fi by bringing in their own device to get assistance.

If you know someone who could benefit from a helping hand with their computer tablet or mobile device; or if there is something digital that you would like help with, then please contact your nearest library. There may be a Digital Helper waiting to make things easier online for everyone!

Coming to a cabinet near you!



Since our last newsletter, the following cabinets have gone live. Residents connected to these cabinets can potentially order superfast broadband:

- B4019 Road area, Coleshill
- B4526 road area, Goring Heath
- B480 road area, Middle Assendon

- B480 Road area, Stonor
- Balham's Lane area, Stonor
- Ball Lane area, Tackley
- Colemore Lane area, Kingwood
- Colliers Lane area, Peppard Common
- Cuddesdon Road, Horspath
- Deadman's Lane area, Goring Heath
- George Street area, Oxford
- Ginge Road area, Rowstock
- Gloucester Street area, Faringdon
- High Street area, Long Wittenham
- Holloway Road area, Great Coxwell
- Howe Road area, Watlington
- Howland Business Park, Thame
- Main Road area, Swalcliffe
- Main Street area, Sibford Ferris
- Manor Road area, Wantage
- Mere Lane area, Finmere
- Middleton Stoney Road, Weston-on-the-Green
- Park Lane area, Maidensgrove
- Russels Water, Henley-on-Thames
- Shillingford Road area, Shillingford Hill
- Sires Hill area, North Moreton
- Sotwell Street, Brightwell-cum-Sotwell
- Stanford Road area, Buckland
- Stoke Row Road area, Kingwood Common
- Stoke Row Road area, Peppard Common
- Stoke Talmage village
- Stratford Road area, Wroxton
- Timbers Lane, Nuffield
- Wallingford Road area, North Stoke
- Yarnton Road, area, Kidlington
- York Road area, West Hagbourne

A further six cabinets will soon be going live:

- Binsey village, Oxford

- Chesnut Avenue area, Radley
- Hethe Road area, Hardwick
- Moreton Village, Thame
- Springhill Road area, Longworth
- Well Place Road area, Ipsden

Save the date... upcoming event in South Oxfordshire!



The Better Broadband team are hosting an event to celebrate the arrival of superfast broadband to a number of local communities in south Oxfordshire. Many residents in the following villages: Cookley Green, Maidensgrove, Russels Water, Park Corner, Stonor, Pishill, Northend and Greenfield are now benefiting from the upgrade work done through the programme. The event will take place on:

Friday 20th July 2018 at 11am-1pm

The Five Horseshoes, Maidensgrove, Nr. Henley-on-Thames RG9 6EX

If you are interested in attending and would like further details, then please contact the team: Broadband@oxfordshire.gov.uk

Your frequently asked questions (FAQS)

I am in a fibre enabled area but can't get superfast broadband. Why?

This can be due to one or more different factors:

1. Your line may be connected to a specific roadside cabinet that has not yet been upgraded to fibre broadband. As we progress through the rollout more and more cabinets will be upgraded – keep checking our coverage maps for updates.
2. You may be served by what is known as an 'exchange only' line that is connected directly to the telephone exchange without an intervening green roadside cabinet.
3. You may be on a line that is too long to support a fibre broadband connection from your local roadside cabinet.
4. Your area may have been in a commercial plan when the contract was drawn up (meaning Better Broadband for Oxfordshire could not operate in this area) but these plans may subsequently have been changed.

We're working hard to upgrade as many premises as possible to fibre broadband, and where fibre broadband cannot be made available we're working to secure additional government funding to extend the coverage.

[Read more FAQs](#)

Follow progress - our coverage maps

You can see our delivery plans using the coverage maps on our website. We update the maps monthly with the latest delivery schedule. [Find out more](#)

[Visit Better Broadband for Oxfordshire](#)