



PLANNING TO WORK FROM HOME IN FUTURE? BE PREPARED.

**DO YOU HAVE A MOBILE SIGNAL AND DECENT BROADBAND?
COUNTY BROADBAND: YES OR NO? AND MOBILES WHAT NEXT?**

**THE PRESSURE IS ON TO SIGN UP FOR EARTH-SHATTERING BROADBAND SPEEDS...
BUT SHOULD YOU?**



Get #futureready CB have been gathering commitment from villages all around New Buckenham. Covid-19 restrictions have slowed their campaign here but they are now super-keen to get people on board. Be clear. You can agree to go with it now and back out later with no penalty payments BUT if you ARE interested, make sure you ask the right questions in the first place. <https://countybroadband.co.uk/>

Upgrading your broadband service is complex. Don't let anyone tell you otherwise and don't feel foolish because you don't understand it. Biz Buzz put a series of questions to Jonathan Spinks (CB Sales exec) If you have yet more questions you can find him here: 07507 975965 / jonathan.spinks@countybroadband.co.uk



Check out our Q and As here:

<https://www.dropbox.com/s/6ktrxr3uxi085er/Q%20%26%20As%20COUNTY%20BROADBAND%20RE%20NEW%20BUCKENHAM.pdf?dl=0>

A FEW THOUGHTS AS YOU WONDER WHETHER TO SIGN UP TO COUNTY OR ANY OTHER SUPPLIER.



The same upload as download speeds at the same time - that helps keep the signal solid e.g. for video conferences.

They haven't yet done the surveys. Every location is different. A few are unmanageable.

All commercial entities offer many "packages". Some will be irrelevant if for example the infrastructure is not there or can't be installed. There will be restrictions in New Buckenham as it is a "conservation village".



Techy types may tell you that if you are close to the connection box you will get top speeds. Rubbish. It depends entirely on where the cables run. Your house might be right next to an Openreach box bringing the service into the area, but the cables might run off in the opposite direction, pass through a school of children playing Dungeons and Dragons and then turn up at your house...with no speed left at all!! Maybe a personal line to your house is the answer.

Different companies offer different prices and different speeds. You should be sure what they will do if you are not getting the speed you need, especially if you're running a business.

BT and County Broadband each charge more for Biz use. The speed is no greater, but you get faster fixing if your line fails and priority if there's an issue with speeds on the network.



What the walls are made of matters! Wifi does not necessarily offer the same speed in every part of the house. Especially in old houses. Flint and brick can be, in some cases impenetrable requiring boosters or even a completely different land line to carry the broadband to a particular location in or around your house.



This is not about mobile phones. The County Broadband offer is for broadband and an "in house" wifi service. It won't make your mobile usable when you go outside. This is how it works: Suppose you have no mobile signal at all in your house, and you have a wifi service to your broadband hub (like wifi calling which is built into many smart phones) you can make a mobile call But as soon as you are out of range of your broadband hub e.g. you leave the house, you'll be cut off.

THE LATEST THRILLING INSTALMENT OF THE MOBILE PHONE MAST MYSTERY

EPISODE 8,255,200 (If you have a phone number which you feel could serve as an episode number, please get in touch!)



A QUICK WORD ON THE MOBILE... WE'LL MAKE IT QUICK 'COS THE RECEPTION IS SOOOO BAD!!

It's gone horribly quiet. The phantom mast builder, O2, must indeed be a ghost. The site is selected (Downmore Farm, Old Buckenham) O2 have confirmed that there is electricity to the site - who would have thought that would take so long to assess? Huawei are not involved so there's no hold up there. Back in July, the legal agreements were being thrashed out and Waldon (the infrastructure managers for O2) said that we'd be informed when there was movement. In September we were assured that the project was still going ahead. Our latest enquiries have fallen on deaf ears...maybe the phone's cut out?



SMART METERS...NOT SO SMART. As the NB Neighbourhood Plan Team and Biz Buzz have been pointing out for years, access to ALL mobile phone providers is vital because Smart meters, increasingly being installed by energy companies to count your usage, run on mobile phone reception. Infuriatingly, energy companies have different policies. Some insist on one particular phone service e.g. Vodafone and if that signal is not available your Smart meter won't work. Other energy companies will use any signal they can find. This is one reason why we've been pleading with O2 to get that mast up...it's not just about phone connectivity: it's about economical electricity too.

HOW LONG MUST WE WAIT??? It's worth just noting this: Back in December 2014 the Conservative Government announced a "landmark deal" with the 4 mobile networks - EE, O2, Three and Vodafone - to spend £5bn to guarantee voice and text coverage across 90% of the UK by 2017. And even more ambitious, they said that by 2017 85% of the UK's land area would be served by *all 4 companies* so customers could choose any operator and there'd be no problem with Smart meters.



Existing **Proposed**

Map Labels: Cake Street, Ragmere, College Farm, The Hands, Sisseton, Downmore Farm, Spring Farm, Old Buckenham, New Buckenham.

Camera location: South side of Ragmere Road, NW corner of allotments (E 00002) to 200423	Structure: Proposed 25m high Stearns 1002UP lattice tower
Camera - address: 170m	Address: 25m, ground antenna
Camera local height: 44m	Capacity: 15m Flat Outdoor Flat Pack 600 x 750 x 1000L 15m 50m 50m Concrete PSC Cabinet 750 x 750 x 1000L
Call/Time label: 12-11-2017 12:30	Facilities: Facilities can be ground mounted trip, gully then on top brackets as shown

Waldon Telecom
PROPOSED HOUSE
PROPOSED ROAD
WEST BYFLEET
SURREY
KT14 6RA
TEL: 01932 410101
FAX: 01932 410102

206032 **DOWNMORE FARM**
TEF 78777 **PHOTOMONTAGE SHEET 1 OF 3**
BANHAM ROAD
OLD BUCKENHAM
NORFOLK
NR17 1PH 206032-P06-01 PLANNING A

O2
CTIL

Sadly, the latest OFCOM figures (Winter 2019, six years on from that guarantee) show that even now only 66% of the UK's land area is covered by good 4G reception from all four networks...and that's mostly in the cities. In rural areas only 62% of people can access all 4 networks i.e. 38% of people in the countryside still don't have the choice and sometimes have no signal at all. For the record, a phone mast for New Buckenham would be primarily for O2 users. Other companies would have to pay to access it and there's no obligation on them to do that and, as yet, no promises.