

Better Broadband for Norfolk Information Sheet 2 (21st October 2011)

In May 2011 Norfolk County Council was successful in its bid to secure Government funding to help provide improved broadband speeds and access across Norfolk. We want to keep the people of Norfolk informed and updated about the project and the work that is underway to provide better broadband services in the county. Please visit www.norfolk.gov.uk/broadband for more information on the project, where you can find the first information sheet which was published in July 2011.

What's happened since the last update?

We now have a dedicated and experienced broadband team established at the County Council, who are responsible for delivering the project. Members of the team are currently working with the Government agency Broadband Delivery UK on the procurement exercise to award a contract that we will use to appoint a private sector telecoms partner to provide the broadband infrastructure.

We have also appointed a specialist agency to help us stimulate demand for the new broadband services that will be made available in Norfolk through the project. In the new year we will be asking Norfolk residents and businesses to register their interest in receiving the better broadband service provided as a result of our Better Broadband for Norfolk project.

Why do I need to register my interest to get a better broadband service?

We know that large areas of the county lack access to even a basic broadband service. In order to attract competitive bids from a number of telecoms partners we need to show them what the actual demand in Norfolk is – not just where broadband services are currently lacking. When you register there will be no commitment to buying a broadband service – you will just be registering your interest.

What do the recent BT upgrade announcements mean for the Better Broadband for Norfolk project?

It's good news. In the past few months, BT has announced that it will be upgrading some of its exchanges in the future. Where the upgraded BT exchanges enable the services that meet the aims of the Better Broadband for Norfolk project, there will be no need for public money to be spent in these areas and we will reinvest our funding to enable more Norfolk properties to receive better broadband.

If I live near an exchange that is to be upgraded by BT does that mean I don't need to register my interest for a better service from the County Council's project?

No. While there may be speed 'uplifts' for people served by the upgraded exchanges, the level of this uplift will depend on a number of factors, including the distance of the property from the exchange. Registering your interest in the better broadband service provided through our project carries no commitment, so please still register your interest in the new year – this will give you the best chance of getting a better broadband service.

If you require further information please telephone Norfolk County Council on 0344 800 8020.