

From: (Talk Talk)
Sent: 22 December 2015 18:08
To: info@superfast-cymru.com
Subject: RE: Fibre connection

Hi ,

I very much appreciate it that you've looked into this so quickly. The fact that your findings are a little more positive than what the website says is somewhat encouraging. It's a pity that the website has mislead me for over a year; it first suggested that fibre would arrive in June 2015, then September then it couldn't specify a time and finally that it would not come at all! Whilst having to wait until next summer is disappointing, it's much better news than not at all! I am already registered for updates – and have been for a number of years! – and eagerly await an email to tell me that fibre has arrived at last!

Many thanks,

Sent from [Mail](#) for Windows 10

From: info@superfast-cymru.com
Sent: 22 December 2015 11:19
To: (Talk Talk)
Subject: RE: Fibre connection

Hi ,

It seems that the area served by cabinet 1 is in scope for the roll out of Fibre to the Premises (FTTP), although I must caveat that it is possible that the technology may change. FTTP is more challenging to deploy. It is estimated that the build work on the Ammanford 1 fibre structure will be completed in the summer of 2016. It will be aprx 6-8 weeks after the build work is completed before you will be able to place an order. I must caveat that the date is only an estimate and may well change if our deployment teams hit any issues.

My advice therefore would be to register with us via our website and we can send you an e-mail as and when the location gets upgraded.

I will also flag that your house isn't listed on the website drop down and get this looked into.

Thanks

Susi

On 2015-12-22 10:19, wrote:

Hi ,

Thank you for your prompt response. The address is Grug Awelon, Heol Ddu, Ammanford Carmarthenshire SA18 2UG. My house is not listed in the drop down menu under SA18 2UG when doing an availability on the Superfast Cymru website. However, my house is directly opposite 'Mellions' and next door to 'Penyrheolddu' and 'Chittenden House'.

Thanks,

Sent from [Mail](#) for Windows 10

From: info@superfast-cymru.com

Sent: 21 December 2015 13:07

To: (Talk Talk)

Subject: Re: Fibre connection

Hello,

Thank you for your e-mail. Could you please provide me with your full address and I will look into this for you.

Regards

On 2015-12-19 14:00, wrote:

Hi,

With increasing frustration I've followed the roll-out of fibre in Wales for many years. Whilst more and more of the population were getting connected I was at least reassured by the Superfast Cymru website that fibre for my address was 'Coming Soon'. Until today, that is! The website is now suggesting that my address – and the houses in the near vicinity – are 'Under Review' and that fibre connection is not planned!!!! The pop-up window suggested that I visit the Welsh Government Access Broadband Cymru Scheme website, so I did. There I discovered that I don't meet eligibility for a grant towards connection either!!!!!!

So what do I, and my neighbours, do? We're hardly 'off the grid'; the exchange is only about 3 miles away in Ammanford.

I would very much appreciate an investigation into exactly what the plans for my road are (after all, the Superfast Cymru website and map are pretty vague and imprecise). If your investigation reveals that I'm not to receive fibre connectivity as part of the current plan, how am I to get it? Who pays? What quality can I hope for? Who can I complain to? Why are my taxes paying for everyone else's connections but not for mine?

As you can see, I'm not happy about this news. The Superfast Cymru website suggested that this might be 'disappointing news'; it's not, it's devastating!

Regards,

SA18

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