Bringing Superfast broadband to Lincolnshire

onlincolnshire
making the broadband connection
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The internet is transforming our lives – at home, at work and at school.

Whether it’s catching up with your favourite TV show, getting help with your homework or buying new clothes, the internet is quickly becoming the first port of call.

But many parts of Lincolnshire are still missing out on all that digital technology has to offer because of poor broadband speeds.

Thankfully, that’s all about to change.

Led by the county council, the onlincolnshire project aims to build on the existing telecoms infrastructure in the county so that by April 2016 at least 88 per cent of all county properties should have access to superfast broadband, with everyone else being able to get a minimum of 2Mb/s basic broadband as standard. For the first time ever, broadband should be available everywhere in Lincolnshire. To find out initial information on what’s planned in your area, visit www.onlincolnshire.org and type in your post code. Please be aware all details may be subject to change.

The improvements will be carried out by the council’s private sector partner BT, and will see around £48m of public and private sector money invested in improving the county’s broadband infrastructure. The cash includes £11.2m from the county council, £4m from the district authorities, £14.3m from national government and £18.8m from BT.

In addition, £300,000 from the European Regional Development Fund will be used to bring faster speeds sooner to east coast communities in and around Ingoldmells and Wrangle through wireless technology, with the improvements being carried out by Lincoln firm AB Internet. A further £1.6 million has been approved by ERDF to make further improvements for eligible SMEs.

Superfast broadband will bring a wealth of new opportunities for residents and businesses alike. People will be able to stream HD movies, download music in seconds, play online games and keep in touch with friends and family via video calls. Businesses will enjoy improved efficiency, better connections with customers and exposure to an expanding global market.

And the onlincolnshire team will be here to help. Check out our website for the latest broadband news, info on upcoming events and useful tips on how to get the most out of digital technology.

Welcome to life in the superfast lane.
Your guide to Superfast broadband

What are superfast broadband and basic broadband?
Superfast broadband refers to speeds of 24 Mb/s and above. That’s over two and a half times quicker than the current UK average of 9Mb/s. Basic broadband refers to speeds of a minimum of 2 Mb/s.

Why do I want superfast broadband? What are the benefits?
People will be able to stream HD movies, download music in seconds, play online games, interact with businesses and keep in touch with friends and family via video calls. Businesses will enjoy improved efficiency, better connections with customers and exposure to an expanding global market. The possibilities are endless.

Where will superfast broadband be available?
By April 2016 at least 88 per cent of all county properties should have access to superfast broadband, with everyone else being able to get a minimum of 2Mb/s basic broadband as standard. For the first time ever, broadband should be available everywhere in Lincolnshire. To find out initial information on what’s planned for your area, visit www.onlincolnshire.org and type in your post code. Alternatively, call the council’s customer service centre on 01522 782066. Please be aware all details may be subject to change.

Superfast broadband isn’t coming to my area – is there anything I can do?
There may be national funding for self-help schemes that communities can apply for. If this is something your community would like to explore, please contact the onlincolnshire team at onlincolnshire@lincolnshire.gov.uk for further advice.

Why won’t everyone have access to superfast broadband? Why is superfast broadband not going to be available in my area?
Unfortunately, the money available for the improvements is not enough to fund 100 per cent superfast coverage. This is due in part to the fact that the costs rise significantly in bringing superfast broadband to the hardest to reach areas. However, technology continues to improve so opportunities should arise in the future for getting everyone to superfast speeds.

When will superfast broadband be available in my area?
The whole programme should be completed by April 2016. Work is taking place in several phases, and we will keep you regularly updated. You can find out when improvements are happening in your area by going to www.onlincolnshire.org and typing in your post code.

Why are other areas getting superfast broadband before mine? Who decides where and when superfast broadband is made available?
The roll out takes into account many factors, including local demographics and geography, planning requirements, the existing engineering infrastructure and the availability of suitable technologies to provide a service. It’s not possible with a programme of this size to plan every area at the same time so some areas will be planned and then enabled before others.
Will I have to sign up for a new broadband service? How much extra will this cost?

To benefit from superfast broadband you will need to sign up with an Internet Service Provider. Prices are set by the providers and the services offered will vary so it’s a good idea to shop around.

Will I have to sign up to BT’s broadband service?

No, BT’s network is open which means you will be able to use any Internet Service Provider that is active in your area.

Why isn’t my existing Internet Service Provider offering superfast broadband? Is there anything I can do about this?

Once the infrastructure has been upgraded, the decision whether or not to offer a superfast package rests entirely with the Internet Service Provider. If you have any issues with the packages they offer, you should contact them directly.

Will I actually get the superfast speed advertised? Will it be reliable?

Industry-standard tests will ensure the improvements meet the requirements. We will also be asking local broadband ‘champions’ to test the speed of the new connections in some areas. The exact speed you receive will depend on a range of factors, such as who your Internet Service Provider is, your home wiring and computer, and how many people are using the service in your area.

How much money is being spent on this project? Where is it coming from?

Around £48m of public and private sector money is being invested in improving the county’s broadband infrastructure. The cash includes £11.2m from the county council, £4m from the district authorities, £14.3m from national government and £18.8m from BT.

Is this money being spent all over the county?

Work is concentrated in an ‘intervention area’ of over 150,000 premises. That’s half the premises in Lincolnshire. Although work will take place all over the county, the intervention area is predominantly rural. Public money is not being spent on any areas where a commercial supplier has planned to upgrade services to superfast in the next three years.
Broadband in Lincolnshire today

The map below shows broadband coverage across Lincolnshire today (accurate as of June 2013).
Broadband in Lincolnshire 2016

The map below shows what broadband coverage across Lincolnshire will look like after April 2016 (based on county council projections).
When will improvements happen in my area?

Work will take place in different parts of the county simultaneously. The project is split into eight phases. The maps on the following pages show where improvements will happen during each of these phases. The dates given relate to the start of physical work. These are the county council’s estimated dates and may vary depending on conditions on the ground.

**Phase 1**  Oct / Nov 2013

**Phase 2**  Jan / Feb 2014

**Phase 3**  Apr / May 2014

**Phase 4**  Jul / Aug 2014
The first superfast connections are expected to be available in January 2014. These maps are available to view in more detail at www.onlincolnshire.org.
In addition to the improvements being made to the county’s broadband infrastructure, a Lincolnshire company is helping the county council bring the latest broadband technology to two rural parts of the county.

Lincolnshire firm AB Internet has been selected after an open competition to bring faster broadband sooner to two areas on the east coast. They will use fixed wireless technology to improve the current broadband offering to a level that is over twice the current national average.

This pilot project will make sure these rural areas aren’t left behind as we progress through the digital age.

Which areas will benefit from the pilot?
The areas to benefit are:

Area 1  Ingoldmells, Chapel St Leonards and Willoughby with Sloothby
Area 2  Old Leake and Wrangle, Frithville, Stickney and Sibsey

What speeds will be available and how much will I have to pay?
AB Internet will offer customers a range of packages, from a cost-conscious 2Mb/s through to a faster 50Mb/s internet service. This means customers can choose the one that best fits their individual needs. Details of AB Internet’s packages and costs are available from their website http://wireless.abinternet.co.uk or calling 01522 821111 or writing to AB Internet Ltd, The Upper Lodge, 62 Sewell Road, Lincoln LN2 5QX.

When will faster speeds will be available?
The improvements should be complete by autumn 2013.

Will I have to use AB Internet’s services?
If you want to use the fixed wireless service, you will need to sign-up with AB Internet. However, other Internet Service Providers will offer broadband in your area using the existing infrastructure.

Who is paying for it and what does it cost?
The total cost is £300,000, paid for by the European Regional Development Fund (ERDF). The money secured from the ERDF can only be spent on broadband in parts of East Lindsey and Boston.
Areas covered by the wireless technology pilot