



18th May 2011

Dear

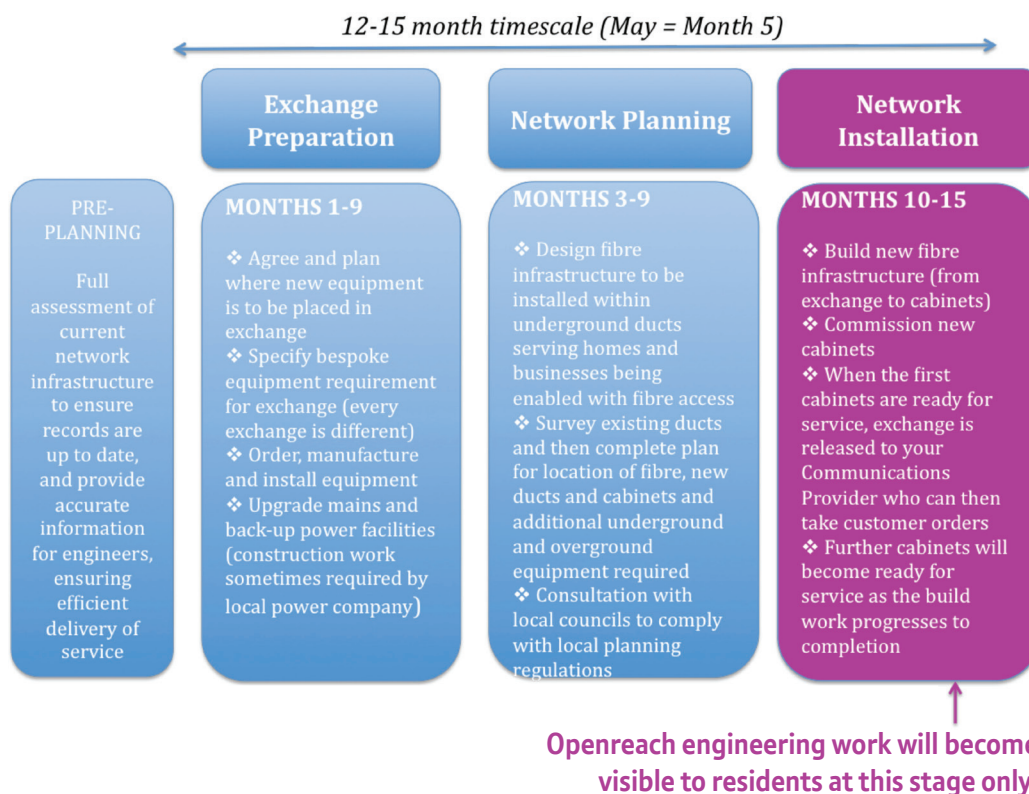
Following on from your success in mobilising your community to vote and win BT's Race to Infinity, we know that you and your supporters are keen to understand the process for BT bringing fibre to your exchange.

You are probably getting lots of questions from your community about what is happening and when? Although we are unable to provide in-depth deployment information at this stage, we thought you would find it useful to see more details and background on the process that we are currently going through to ensure the timely delivery of superfast broadband to your area.

First some facts:

- Due to the complexity of the engineering process it takes 12-15 months from planning to installation of fibre in an area
- Every exchange will have its own bespoke equipment when it is upgraded and most will require additional mains and back-up power facilities
- Some of our underground ducts have been buried for as long as 80 years and surveys can unearth new challenges
- The siting of new cabinets is subject to planning approval from the local council and this can cause delays
- We've passed more than 4 million homes with fibre broadband to date
- Our fibre broadband roll out is one of the fastest anywhere in the world

So what are the steps involved in bringing fibre to your area?





Since announcing that your area has won Race to Infinity, we are now in month 4/5 of the roll-out process. Openreach are currently surveying the exchange areas and looking at where fibre can be deployed and the equipment requirements. I would like to reassure you that through Race to Infinity it is our intention to deploy as much fibre to every exchange area that is commercially and technically viable, however nothing can be guaranteed until the detailed survey work is completed.

Fibre will be rolled out in your area by early 2012 and as already mentioned we are focused on ensuring as much coverage as possible. In some instances we are also looking at complimenting the FTTC (Fibre to the Cabinet) technology with new FTTP (Fibre to the Premises) technology to help reach as high percentage of coverage as possible.

Once we have progressed to an agreed design /plan for your area and consultations are underway with your local council we will share and discuss these details with you. We expect these more detailed deployment plans to be available during September and in the meantime please feel free to contact your regional manager **Peter Cowen** on **07710 070852** email **peter.r.cowen@bt.com**, who will be pleased to keep you apprised of the latest developments.

I hope this update helps shed some light on what is going on behind the scenes and helps to demonstrate how we are working to bring fibre to as many people as possible.

Kind Regards

Johnny McQuoid

Johnny McQuoid
Superfast Broadband Programme Director, BT Group