

## **Better Broadband for Norfolk Information Sheet 26 (26 May 2017)**

In December 2012 Norfolk County Council and BT signed a deal to extend the availability of superfast broadband (24 Megabits per second plus) to more than 80% of Norfolk's homes and businesses by the end of 2015. The Better Broadband for Norfolk (BBfN) programme completed ahead of schedule in September 2015, having given 186,000 extra Norfolk premises access to high-speed broadband.

An extension to the programme is now underway, which is now set to make high-speed broadband available to more than 95 per cent of Norfolk's premises by spring 2020.

We aim to keep the people of Norfolk updated about the programme on the BBfN website ([www.betterbroadbandnorfolk.co.uk](http://www.betterbroadbandnorfolk.co.uk)) and via these information sheets every three months. Read on for our latest update.

### **What's happened since the last update?**

We've been busy installing more fibre cables and cabinets across Norfolk and now nearly 88% of the county's homes and businesses can access superfast broadband. To put this in context, in December 2012 only 42% of Norfolk's premises could get high-speed broadband. That's a lot of work and a lot of cable – but we know we've got more to do and we'll keep going as fast as we can.

### **Superfast broadband coverage in Norfolk seemed to be going up at a much faster rate a few years ago – why is that?**

As BBfN continues, we're reaching more remote parts of Norfolk which pose greater engineering challenges and where there are fewer premises in the radius of the new cabinets. So we're working just as hard to bring superfast broadband to more parts of the county as quickly as possible, it's just the 'bang for our buck' is a bit smaller now – but we know it's no less anticipated or appreciated by those who we're reaching.

### **How can I find out if my home or business can buy a high-speed broadband service?**

You can check by postcode area on our broadband map of Norfolk on the BBfN website ([www.betterbroadbandnorfolk.co.uk](http://www.betterbroadbandnorfolk.co.uk)). If better broadband is already available in your area, the website will advise you on what to do next. If high-speed broadband isn't currently available to your address, the website will tell you whether there are plans to provide it under the BBfN programme. Keep checking back on the website for the latest information.

And remember, as and when new better broadband services become available to your home or business, you won't automatically be upgraded to a faster service. You need to contact an internet service provider to see what broadband packages are available, and buy a new package or upgrade your current package to enjoy faster broadband speeds. You can check what's on offer via a broadband price comparison website - Ofcom has accredited eight of these sites, visit [www.ofcom.org.uk](http://www.ofcom.org.uk) for more details.

**If you require further information please visit [www.betterbroadbandnorfolk.co.uk](http://www.betterbroadbandnorfolk.co.uk) or telephone Norfolk County Council on 0344 800 8020.**