

## **Re: 5G Network Deployment Pilots: Call for Views**

Deployment of 5G, or of anything else, is pointless unless and until existing services have been made to work properly.

We currently use a so-called “fibre broadband” service via a BT phone line and 3<sup>rd</sup> party ISP. Although nominally an FTTC “40/10 Mbps” service, and although it did give a download speed of around 38.5 Mbps until around Easter 2017, it was then downgraded by the supplier and has since been only around 32 – 33 Mbps (see first attached test report). The upload speed is only around 8 Mbps. The line (fibre plus “last mile” copper) is known to be capable of at least 38.5 Mbps, since this was the speed achieved by the same line until Easter 2017 when it was downgraded to the current 31 – 33 Mbps without any reason given.

Even when normally working properly, the service often broke down (see second attached test report in 2015).

Implementation of anything using the existing fibre for backhaul can only further degrade the existing sub-standard fibre service. There is also a need to use correct terminology to describe various types of “Broadband”. Anything with a download speed up to 10 Mbps (copper, FTTP or FTTC) is correctly called “Broadband”. “Medium-speed Broadband” is 10 to 100 Mbps, and “High-speed Broadband” is anything giving a download speed of 1000 Mbps or more. Moreover, FTTC broadband can never be satisfactory as long as the existing copper local networks remain between the street cabinet and the user’s premises.

Use of 5G mobile telephony technology plus fibre will require users to subscribe to both types of service, giving providers further opportunity to cash in by further price increases.

Although not certain, it is possible that further expansion of 5G may degrade existing services such as terrestrial digital TV and possibly others.

So the current urgent need is to make existing services work as was promised before announcing “pie-in-the-sky” projects whose real-world delivery may be as disappointing as what we have now.

Regards,

10 January 2018

## Test Results

1. Best Effort Test: [?](#) -provides background information.



Download speed [?](#) achieved during the test was - **32.82 Mbps**  
For your connection, the acceptable range of speeds [?](#) is **20 Mbps-33.84 Mbps** .  
**Additional Information:**  
IP Profile for your line is - **33.84 Mbps**

2. Upstream Test: [?](#) -provides background information.



Upload speed [?](#) achieved during the test was - **8.05Mbps**  
**Additional Information:**  
Upstream Rate IP profile on your line is - **10 Mbps**

We were unable to identify any performance problem with your service at this time.

It is possible that any problem you are currently, or had previously experienced may have been caused by traffic congestion on the Internet or by the server you were accessing responding slowly.

If you continue to encounter a problem with a specific server, please contact the administrator of that server in the first instance.

Test Results

[FAQ](#)

1. Best Effort Test:  -provides background information.



Download speed achieved during the test was - **4.85 Mbps**  
For your connection, the acceptable range of speeds is **25.93 Mbps-37.05 Mbps** .  
**Additional Information:**  
IP Profile for your line is - **37.05 Mbps**

2. Upstream Test:  -provides background information.



Upload speed achieved during the test was - **0.4Mbps**  
**Additional Information:**  
Upstream Rate IP profile on your line is - **10 Mbps**

This test was not conclusive and further testing is required. This might be useful for your Broadband Service Provider to investigate the fault.

**If you wish to carry out further tests, please click on 'Continue' button. If not, please close the window using 'Exit' button and contact your ISP for further assistance with**

Please visit the [FAQ](#) if you are unable to understand the test results.

29 December 2015

December 2015

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