Re: Exec. Level Complaint

Hi Carl,

Once again, I’d just like to apologise for the fact you felt as though you had to write in to Clive to gain a response to your query. Hopefully my answers today have helped deliver a little clarity on the raised concerns.

**How things stand right now**

As you are aware, we are currently in the process of installing FTTP all over the UK, with an aim to provide 25 million homes with full fibre by 2026. Having checked our immediate plans for Twmpath Farm, I can see that your address is in one of our commercial plans to provide your home with full fibre, and the work is scheduled to begin in the Autumn of 2026. We cannot and will not guarantee a date as to when FTTP will be available, as we understand circumstances may arise that are out of our control which can impact the delivery of the project. Things such as road closures and traffic management, needing further funding and extensive civils work may mean we have to push things back, and therefore we will never give a definitive date. That being said, FTTP builds typically take between 6 and 12 months to complete.

When providing full fibre, we sadly can’t provide full towns/cities with FTTP at once. Due to the nature of the work being very complex it means we need to break our rollouts down into smaller projects. We therefore do this based on distribution points (known as DPs) and any property connected to that specific DP will receive a connection under that particular scheme.

I am unable to confirm exactly which properties are due to receive a connection, however, the residents of these properties will be advised by their service provider when they are able to place an order. My advice would be for the residents to check that they are in plan by visiting [Fibre broadband | Openreach](https://www.openreach.com/fibre-broadband).

As touched on above, plans can and do change, so my advice would be to stay close to the Openreach website as if there are any changes to the situation, this will be updated to reflect our progress. You can do this by visiting [Ultrafast Full Fibre broadband build plan | Openreach](https://www.openreach.com/fibre-broadband/where-when-building-ultrafast-full-fibre-broadband). You can also sign up to receive a notification for when the service is readily available by filling in the online form here: [Fibre broadband | Openreach](https://www.openreach.com/fibre-broadband). I would also advise getting back in touch with me further down the line and I will check for our current position.

Comment

Talking to my contact they can’t give me the details of which houses will be connected by this December so take the advice and contact your provider and keep a watch on the OR websites.

I will keep chasing them for more info.

Carl