

Hello Mr McFall,

I hope you're well. I have now looked into the installation of the poles in Milton of Campsie and Lennoxtown. I'm really sorry that you're unhappy with the new poles that have been erected. I do understand your concerns and I can see that you feel that they are a backwards step.

How things stand

Our engineers have been working here to provide our ultrafast Fibre to the Premises (FTTP) in this area. With full fibre people can connect multiple devices with no buffering. And surf, stream, download or game, whenever they want. This will future-proof our network in this area.

I have contacted our local Fibre Manager and asked that the network be reviewed. I have now heard from him and he has confirmed that the copper existing infrastructure is buried armoured cable which is a robust cable that's dug directly into the ground (our fibre cable is made of glass and we can't dig this directly into the ground). So that means there is no existing ducting in the area that we can utilise. Poles are the only viable option to cover very large distances. All poles that are not on private land have been erected on local Council land and a notice was sent to the Council prior to any work being started. I'm sorry that the local residents weren't aware of the poles until they returned from work or looked out of their window in the morning. The local Fibre Manager has advised that we always strive to put our poles in the most appropriate location, based on network requirements, to deliver communication services locally.

Need anything else?

I hope this has clarified our position here. More information about our mission to build the best possible network with the highest quality of service, and make sure that everyone in the UK can be connected at www.openreach.com.

You may receive a brief survey about how I've handled your complaint so I'd be really grateful if you get chance to fill this in, we do appreciate any feedback which may help us to deal with any future complaints.

Kind regards

Sue