

Hello Mr McFall,

Thank you for your further e-mails. I welcome this opportunity to further clarify our position on this matter.

I made the point about our existing copper cable being dug directly into the ground to highlight the fact that there it isn't in duct. We can't dig fibre directly into the ground as it's more fragile. And you're right, we'd need to install duct to bury the fibre underground. But it's not just as simple as that I'm afraid. Installing duct would not only significantly increase the cost of our full fibre rollout, it would be more time consuming and likely be more inconvenient to local residents. We'd have dig up pavements and driveways to reach homes with full fibre. That's why the solution we chose to install full fibre across parts of Lennoxton was to install it overhead above ground. We're not, as you suggest, installing our full fibre network overhead as we're falling behind with our full fibre rollout.

Where we can utilise existing duct we often do. In this case it's not an option for us. If we weren't able to install our full fibre network overhead across parts of Lennoxton, the only real alternative would be for us to consider putting our full fibre build plans on hold for the area. Which I'm fairly certain wouldn't be the choice the majority of the community would want, given the significant benefits that full fibre broadband will bring to the area.

You make reference to green boxes installed in the village and ask why don't install our fibre in existing ducts to them. Full fibre is a direct connection between our exchange and homes and businesses in the area. Where we can utilise our existing underground network, we certainly will, but in areas that we can't, we'll review what the best solution for us is. And in some cases, like in parts of Lennoxton, that's to install our fibre network overhead.

Whilst I realise you will be disappointed with my response and our decision to install our full fibre network above ground in parts of Lennoxton, I hope with my previous responses and now further comments I've helped clarify our position this matter.

Best wishes.

**Sue Gray**

High Level Complaints - Customer Resolutions

Openreach