



GREAT DENHAM

Parish Council

Parish Clerk – Mrs. R Buchanan
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Sir Michael Rake
Chairman
BT Group plc,
BT Centre,
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29 June 2016

Dear Sir Michael

It is with great reluctance that I write to you with a complaint about your Openreach private finance business. I will try to be as brief as possible. Over 2 years ago the Parish of Great Denham in Bedfordshire was missed in the Government/BT fibre rollout programme. Great Denham was a 250 housing development in 1998. In 2008 a new developer was given planning for 1500 more homes in the parish. No fibre BB was supplied so the Parish and the Developer paid for retro supply of fibre. This was completed 9 months later than contract date but didn't cover the original 250 homes.

The Parish entered into another agreement and has committed a further £23k to service the 250 original homes. This was promised for April 2016. The fibre cabinet has been installed but now BT Openreach has discovered there is no copper cabinet to connect to. OK, I am a business man and I understand sometimes things don't go as planned.

What is absolutely unprofessional and unforgivable is no one in this division will respond to emails asking what is happening, what are the timescales for completion. I don't care if its 3 months away but the residents of Great Denham deserve a better response than stony silence – I had a text some weeks ago to say it had been “elevated to Board level” but despite my many emails nothing else. Can I respectfully ask that you instruct someone in that division to communicate with me and just give me an honest assessment of when we will have the fibre BB in place?

Yours sincerely

James R Weir
Chair Great Denham Parish Council.

CC Dan Fitz Company Secretary