



Bringing faster broadband to our rural areas Project Update May 2018

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we need to spread the word!

If you would like a Word version of this newsletter please email: broadband@cswbroadband.org.uk

[Sign up to receive this e-newsletter](#) direct to your inbox and for information about progress on your cabinet or exchange-only line.

Over 61,000 properties able to connect to the fibre network

Topics in this edition:

General Data Protection Regulation (GDPR)

Latest modelling received from Openreach

Local Full Fibre Networks Challenge Fund (LFFN)

Gigabit vouchers scheme extended – could you upgrade your area using these?

How to save money on Amazon

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Questions and Answers

General Data Protection Regulation (GDPR)

One of the biggest changes to UK data privacy law comes into effect on 25 May 2018. The General Data Protection Regulation, also known as GDPR, means that you'll have more control over how your data is used and it ensures that organisations protect your personal data better. To reflect these changes and new obligations, we've updated our privacy notice which now tells you what we do with your personal data, how it's used and your rights as an individual under the new law. The new privacy notice will be available at <https://www.cswbroadband.org.uk/about-the-project/data-protection-gdpr/>

Latest modelling received from Openreach

The CSW Broadband team has finally received the latest modelling from Openreach. This takes into account the fact that Contract 3 was originally split into 3 Lots, which were all won by BT after a very thorough EU procurement exercise.

The modelling won't change which premises are to be covered, but it does give a clearer indication of the sequencing of the rollout. Our data team are now working on the information and we will be updating the website in due course.

Local Full Fibre Networks Challenge Fund (LFFN)

Members of the CSW Broadband team went to London recently to present on our proposals. The information was well received, and the due diligence process is continuing. Although we still don't know whether the bid will ultimately be successful, we now have the confidence to commence the early stages of the procurement process.

To that end, a Suppliers Day was held on 16th May. A number of local and national suppliers were represented and a good level of interest was shown in the project, so that we now have confidence as we move into the procurement stages that we are likely to get good quality bids coming forward.

Gigabit voucher scheme extended – now includes residential

Gigabit vouchers can be used by small and medium-sized businesses and the local communities surrounding them, to contribute to the installation cost of a gigabit capable connection. One gigabit is the same as 1,000 megabits – so it's a big leap forward in connection speeds that could benefit you and your business into the future.

Businesses can claim up to **£3,000** against the cost of connection either individually or as part of a group project. Residents can benefit from the scheme as part of a group project, which also includes businesses, and can claim for a voucher of up to a value of **£500**.

Vouchers can be aggregated so that if, for example, a village or wanted to upgrade its connectivity then as long as there are businesses involved the vouchers can be pooled together to form one project covering the entire area. This would ensure best value for all concerned and would reduce costs overall. To set up a local project it would be necessary to go through a supplier (as with single user vouchers). It is expected that the combined value of vouchers claimed by businesses in a scheme will be greater than the combined value of the residential vouchers.

For full details about voucher eligibility and full fibre broadband supplier, go to <https://gigabitvoucher.culture.gov.uk>

Please note: CSW Broadband has no involvement in the administration of this scheme, and we are unable to respond to queries about it.

How to save money on Amazon

Most of us shop on Amazon at some point as it is just so convenient! However, did you know that there are ways to save a considerable amount of money? You just have to be savvy to the various tips and tricks that the pros use. There is a great article on MSN which gives lots of ideas to save money and, let's face it, we're all up for a bargain! <https://www.msn.com/en-gb/money/personalfinance/the-20-tricks-experts-use-to-save-money-on-amazon/ss-AAqYv0X?ocid=spartandhp>

Copy for your own website or newsletter

We have [short articles of around 300 words that can be downloaded](#) to use in your own newsletters or on websites. These are updated monthly.

Questions and Answers

Here are some of the Q&A's raised recently. Our website has a full set of Q&As, which are regularly updated.

How do I switch to a different broadband provider?

You may wish to transfer suppliers for a variety of reasons, such as:

- Poor quality of service
- You need additional features that your current internet service provider (ISP) does not offer
- You think the deal you are subscribed to is not providing good value for money
- You are moving house/business premises

First of all, check if the contract period you signed for with your existing supplier has expired. Contracts are generally for either 12 or 18 months. Most contracts require you to give a month's notice, even after the initial 12 or 18 months. If it hasn't expired, you may be liable for a cancellation fee or even the balance of the fee until the contract runs out. It's your choice if you decide you want to buy yourself out of a contract that hasn't yet expired.

It is important that you check that the new service you wish to sign up to is available in your area.

There are impartial sources of advice, such as:

- The [Which? broadband speed checker](#) is easy to use and has some good, impartial advice as well.
- [Moneysaving Expert](#) has lots of advice about switching provider.

You can also use various comparison websites to check this – we've listed a few below. Please remember that comparison sites work by receiving a commission from the ISPs and may not list all of the available options. Therefore you may want to try several such sites before making a decision.

- www.moneysupermarket.com/broadband
- www.broadbandgenie.co.uk

- www.broadband-finder.co.uk
- www.broadbandchoices.co.uk
- www.cable.co.uk

Can CSW Broadband influence how much suppliers charge for their services?

We have no influence over the prices charged by commercial providers. Our role is to extend the wholesale fibre network as far as possible, and we are doing this through the contracts that we hold with BT Openreach.

As access to the network is available to all suppliers on an equal basis it is a purely commercial decision on the part of an ISP as to which packages they offer and at which price range.

The best thing is to shop around for a deal that is right for you. Please remember that price comparison sites work by receiving a commission from the ISPs and may not list all of the available options.

Therefore, you may want to try several such sites before making a decision or for independent advice got to MoneySavingExpert.com.

You can find more [frequently asked broadband questions](#) on our website.

Help us to spread the word!

We need to reach as many people as we possibly can. You can help us by emailing this to all your local contacts and encouraging them to email it to all their contacts.

Why not join the CSW Broadband conversation on social media!

To keep up to date on what we're doing and to have your say on how the project develops:

Follow us on [Facebook](#)

Follow us on [Twitter](#)

Join us on [LinkedIn](#)

Email us!

For **newsletter** enquiries, please use: broadbandnews@cswbroadband.org.uk

For **all other enquiries**, please use: broadband@cswbroadband.org.uk

So that you don't miss out on any important news updates from the CSW Broadband team, please ensure that these are enabled in your firewall.

To find out more about the project, please visit the [CSW Broadband website](#).



CSW Broadband is a partnership between Warwickshire County Council, Solihull Metropolitan Borough Council, Coventry City Council, BT and Department for Culture Media & Sport.