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**From:** Peter Clackett  
**Sent:** 25 September 2012 19:33  
**To:** Livingston,I,Ian,CGEC R  
**Subject:** BT Infinity - Continuously broken availability promises

Mr. Livingston,

I write to you in desperation. I along with a number of my neighbours have been waiting patiently for the release of BT Infinity to the village we live in.

I originally indicated my interest in Infinity on 07/10/2010. At this date it was originally indicated to be available to my phone number on 31/03/2011. However this was only the beginning of a continuously moving date. In March 2011 the date became 30/06/2011. In June 2011 the date became 30/09/2011. In September 2011 the date became 31/12/2011. In December 2011 the date became 31/03/2012. In March 2012 the date became 31/06/2012. In June 2012 the date became 02/07/2012 followed immediately with 30/09/2012 and today it has now become 31/12/2012.

As you can see all the promised dates to date have been missed and I have now been waiting nearly 2 YEARS for this to be available.

In the intervening period I have been told almost every excuse possible, but no one seems to care that a prospective customer is being treated with contempt. I can confirm that the cabinet has been installed in our village for about 11 months and the power supply was installed at almost the same time. Our local exchange (Amersham) has been fully active on Infinity for some months, so it can only be that this local cabinet is not a priority.

As you will see from my email address I am not at present a BT Broadband customer as I have held back the change as I wanted to change my provider and improve my connection speed at the same time, indeed I have had this conversations on a number of occasions with your sales people, who ring to sell me BT Broadband, but cannot yet offer me Infinity. As you will appreciate I have been trying to not duplicate the upheaval of resetting all of my home network more times than is absolutely necessary, but have be thwarted by the failure of the BT Group to deliver on its promises. I am a BT telephone customer and would welcome the chance to combine all of these services.

I have tried previously to address this issue with your Customer Services and indeed in one web chat I received a firm written confirmation that the date of 30<sup>th</sup> June 2012 was definite – I believe the operator had contacted Openreach to get this confirmed, but as you can see this promise was worthless. When this date was missed I called Customer Services directly who told me that “It was down to Openreach and we don’t know when they will provide the service” and that they could not get any information for me and that I should have not been promised anything. In fact it was as if I was being told not to complain as I would be allowed to have this service only when BT decided it was worth the effort. I was also told that the dates are only “estimates” so BT cannot have any responsibility for their failure to meet them. Whilst I can accept that estimated dates can change surely it is not acceptable for this to happen on SEVEN occasions. Either the original offer was a misrepresentation or it is a deliberate ploy to string your prospective customers along.

I now feel that this charade has gone on long enough and am considering whether I should formally complain to OFCOM, Trading Standards, The Advertising Standards Authority, BBC Watch Dog or any combination, or all of them, as it is clear that this continued change of dates is misleading and a misrepresentation of a service, which clearly is not available and that BT have no intention of accurately advising when they will finally get round to providing it.

I would welcome your comments before I take this matter further. I have confirmed my address and telephone number so that you can check for yourself on the current status. I have also attached the transcript from the 20/03/2012 which confirms the promise of availability from 30/06/2012.

Peter Clackett

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**From:** Stobbs,TA,Tracy,CAB R **On Behalf Of** Livingston,I,Ian,CGEC R  
**Sent:** 25 September 2012 20:39  
**To:** peter.clackett....  
**Cc:** elc G  
**Subject:** FW: BT Infinity - Continuously broken availability promises

Dear Mr Clackett,

Thank you for your e-mail. Ian currently has very limited access to his e-mail, so I am replying on his behalf to avoid further delay. Please be assured that a member of Ian's senior management team will see and read your correspondence.

I am sorry to hear of the problems you are experiencing, I will pass this to our senior service team for investigation and response directly to you.

Kind regards,

Tracy.

**Personal Assistant to Ian Livingston, CEO**  
**BT Group**  
**A9E, BT Centre**  
**81 Newgate Street**  
**London, EC1A 7AJ**

**Web:** [www.bt.com](http://www.bt.com)

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Registered in England no: 1800000

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**From:** Howarth,JA,Julie,M7H162 R  
**Sent:** 27 September 2012 09:30  
**To:** 'peter.clackett....'  
**Subject:** FW: NSA 00015493 - VOL012-68364978183 -IL - BT Infinity - Continuously broken availability promises TWO Year delay Peter Clackett xxxxx xxxxxx  
**Importance:** High

Hello Mr Clackett

Thank you for your email to Ian. I'm really sorry to hear about your concerns in relation to the Infinity service in your area.

I've called your land line to acknowledge your complaint and to confirm that I'll be asking our Next Generation team for more information regarding the roll out programme of Infinity in your area.

I've emailed them today. I'll diary to contact you again by Wednesday 3 October when hopefully I'll have some information for you from the Infinity team. I hope this is ok?

Should you wish to contact me in the meantime you can reach me on xxxx xxx xxxx or email [Julie.howarth...](mailto:Julie.howarth...)

Best wishes

Julie Howarth

xxxx xxx xxxx

Executive Level Complaints

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**From:** julie.howarth....

**Sent:** 02 October 2012 13:30

**To:** peter.clackett....

**Subject:** RE: NSA 00015493 - VOL012-68364978183 -IL - BT Infinity - Continuously broken availability promises TWO Year delay Peter Clackett xxxxx xxxxxx

Hi Mr Clackett

Again thank you for your interest in our Fibre Broadband deployment. We are deploying one of the fastest and largest commercial deployments in the world. Our commercial deployment will have extended to 66% of the UK by the end of December 2014. We aim extend this to 90% of the UK, in partnership with other sources of funding, e.g. local and national government.

My colleagues in the Next Generation programme have come back to me with the latest update regarding the situation. They've confirmed that our deployment is based on the commercial criteria for each cabinet, Unfortunately, enablement of the cab Amersham cab 3 which serves your line has currently been suspended from the programme. The costs for providing the fibre optic cabling in this case has made the cab commercially unviable.

However where cabinets are not commercially viable Government funding is available to councils and it may be worth registering your concerns with the local council on their website. You may also wish to lobby your local councillor on progress in your local area.

You can also register your interest on the Openreach website at; [www.openreach.co.uk](http://www.openreach.co.uk)

I'm sorry I realise my response may be not what you had hoped for but following the results of the investigation we're not in a position to be able to provide you with fibre broadband at this current time. In view of the above information I'll now look to close the complaint on Friday 5 October.

Best wishes

Julie Howarth

0131 448 4318

Executive Level Complaints

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**From:** Peter Clackett

**Sent:** 02 October 2012 18:54

**To:** Howarth,JA,Julie,M7H164 R

**Cc:** Livingston,I,Ian,CGEC R; Stobbs,TA,Tracy,CAB R

**Subject:** RE: NSA 00015493 - VOL012-68364978183 -IL - BT Infinity - Continuously broken availability promises TWO Year delay Peter Clackett xxxxx xxxxxx

**Importance:** High

Julie,

I have to say I am flabbergasted by this response. After 2 years and after installing the fibre cabinet and the power supply for Next Generation to then state it is commercial unviable is beyond belief. As I have stated before it is now clear that BT have undertaken deliberately misleading advertising as your are still as of this evening offering this service on my phone line as being available on 31<sup>st</sup> December 2012.

I would like to understand the basis of this statement on commercial viability. We are a approximately 3km from the exchange (this I believe is the approximately cable length) but the cabinet is closer as it is at the other end of the village and therefore about 750 metres closer to Amersham. Is it just that there are not enough people interested? If so I am not surprised as the constantly changing dates have almost certainly put people off.

Your response would be appreciated so that I can inform the Village, Parish Council and local District and County Councillors of this current position.

Regards

Peter Clackett

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**From:** julie.howarth...  
**Sent:** 02 October 2012 19:44  
**To:** peter.clackett...  
**Cc:** tracy.stobbs...  
**Subject:** RE: NSA 00015493 - VOL012-68364978183 -IL - BT Infinity - Continuously broken availability promises TWO Year delay Peter Clackett xxxxx xxxxxx

Hello Mr Clackett

Thank you for coming back to me.

I'm sorry you feel that the advertisement campaign has been misleading this is not our intention. As with other services BT offers, the broadband infinity is subject to survey and there can be various reasons as to why infinity is available to one customer and not another.

Fibre is rolled out cabinet by cabinet. Despite living next door/close to you, your neighbour may be served by a different cabinet. BT always displays the best estimate of when lines are going to be enabled. Unfortunately sometimes this date moves for reasons beyond our control.

The commercial decision maybe one that relates to costs, the cabinet being too small or perhaps not enough interest in the infinity product. Sometimes a cabinet may be too small to provide a return on the investment based on the costs for the construction and on-going running costs of providing a new FTTC cabinet.

Again I totally understand your disappointment but I do hope that you can accept my explanation following the information from the Next Generation team

Best wishes

Julie

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**From:** Peter Clackett  
**Sent:** 03 October 2012 19:59  
**To:** Howarth,JA,Julie,M7H164 R  
**Cc:** Stobbs,TA,Tracy,CAB R  
**Subject:** RE: NSA 00015493 - VOL012-68364978183 -IL - BT Infinity - Continuously broken availability promises TWO Year delay Peter Clackett xxxxx xxxxxx

Julie,

Can you please ask your Next Generation colleagues for a proper explanation on what the commercial restriction they are suffering for the provision of their service. I would point out that it is highly unlikely to be cabinet size or location as they have already stated to you that it is the cost of providing fibre connectivity from the exchange to the cabinet which is making it commercially unviable. If you can get an indication of the financial support they require this will then allow me to attempt to raise the matter to the County Council to see if they will supply the necessary funding to get this cabinet activated.

It is amazing that we fall into the 34% of the UK which BT have stated they cannot commercially afford to include in the roll out as we live within the London Commuter belt, within 5 miles of the M25 and between two large towns (Beaconsfield & Amersham). If this criteria is applied nationwide I suspect that it is more likely that over 50% of the UK land area will never be provided for, which is certainly not what the Government and BT themselves have indicated

I hope I do not seem to be too demanding in this request, but from experience of dealing with Local Authorities it will only by pinning them down with a specific and detailed request, via the local councillor, will we get any sensible response.

Thank you for your help

Regards

Peter Clackett

**From:** julie.howarth....

**Sent:** 04 October 2012 08:11

**To:** peter.clackett....

**Subject:** RE: NSA 00015493 - VOL012-68364978183 -IL - BT Infinity - Continuously broken availability promises TWO Year delay Peter Clackett xxxxx xxxxxx

Hi Mr Clackett

The further information I've received from the team is that when we plan to locate DSLAM's in an area which is the separate cabinet that provides the infinity service and situated alongside the existing cabinets we get a quote from the local power utility to supply mains electric to the DSLAM. In most cases this is usually an expected level. However in some cases it is deemed excessive and puts the DSLAM in a position of being economically unviable.

Unfortunately, when this occurs, we look at alternatives and reposition the DSLAM to see if this reduces the cost, this is why the deployment date changes and is put back for 3 months. If however, we can't reposition or the costs don't reduce, we defer the DSLAM out of the roll out program.

I'm not in a position to give you the breakdown of the costs involved. This would be something the local council would need to discuss or raise further with Openreach as they should have a direct route into the business regarding the super fast fibre programme

Again I'm really sorry we're unable to currently offer you the Infinity service and I understand your disappointment. I'll now look to close the complaint as there is nothing further I can add

Best wishes

Julie Howarth

0131 448 4318

Executive Level Complaints

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**From:** Peter Clackett

**Sent:** 04 October 2012 17:08

**To:** Howarth,JA,Julie,M7H164 R

**Cc:** Stobbs,TA,Tracy,CAB R; Livingston,I,Ian,CGEC R

**Subject:** RE: NSA 00015493 - VOL012-68364978183 -IL - BT Infinity - Continuously broken availability promises TWO Year delay Peter Clackett xxxxx xxxxxx

Julie,

Thank you for your response. I am however somewhat confused. Your Next Generation team have now changed the excuse. First it was that the fibre optic installation was not commercially viable and now it is the electrical power supply that is the problem.

I can understand this as normally BT would get their power supplies from the same source as the street lighting, but there is none in our village and I suspect the closest is probably over 1 km away. However all of this village gets its power via an overhead power system and having been to look I find that there are two power poles adjacent to the DSLAM cabinet, one being 20 metres away and the other 25 metres away. It is clear that nobody from your Next Generation Team or Openreach have bothered to check if there is an alternative to the normal method of supply. Unfortunately as I am only the prospective customer I cannot talk to any of the people who say this is too difficult.

I note that you wish to close this complaint. I therefore will revert my comments to Ian Livingstone for his comments directly on the performance of the BT Group in this case.

Regards

Peter Clackett

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**From:** julie.howarth...

**Sent:** 05 October 2012 16:16

**To:** peter.clackett...

**Cc:** tracy.stobbs...

**Subject:** FW: NSA 00015493 - VOL012-68364978183 -IL - BT Infinity - Continuously broken availability promises TWO Year delay Peter Clackett xxxxx xxxxxx

Hello Mr Clackett

Thank you for coming back to me. I've noted your comments regarding the situation of the availability of the infinity service.

**What we've done**

The Next Generation team have fully investigated your concerns regarding the availability of the infinity service and the postponement of the dates in your area. Following their investigation it was found that the cabinet serving your line has been suspended from the roll out programme. It was found that the costs for providing the fibre optic cabling made the cab commercially unviable.

Following a further email from yourself I did request more information as to what the commercial viable decision related to. The information I received from the team was when we plan to locate DSLAM's in an area which is the separate cabinet that provides the infinity service and situated alongside the existing cabinets we get a quote from the local power utility to supply mains electric to the DSLAM. In most cases this is usually an accepted level. However in some cases it is deemed excessive and puts the DSLAM in a position of being both economically and commercially unviable.

As explained previously where cabinets are not commercially viable Government funding is available to councils and it may be worth registering your concerns with the local council on their website. You may also wish to lobby your local councillor on progress in your local area.

You can also register your interest on the Openreach website at; [www.openreach.co.uk](http://www.openreach.co.uk)

**What we can't agree on and why**

You've asked us provide information regarding cost and the use of the power from the street lighting and existing power in the area. This really is not something I can answer but are questions your councillor may wish to raise on your behalf within Openreach

**Next steps**

I really hope that that you can accept BT's position. But if not, sadly this is BT's final position.

**Taking your complaint further**

If you'd like to, you have the right to take your complaint outside BT. We're a member of Ombudsman Services: Communications, who offer free, independent help to sort out disputes. You can find out more at [os-communications.org](http://os-communications.org), or you can call them on either 0330 440 1614 or 01925 430049. You need to do it within six months of the date on this letter. They'll tell you whether or not they can help, and if not they'll tell you about any other options you've got.

Again, I'm sorry we couldn't agree on things.

Yours sincerely,

Mrs J Howarth  
Executive Level Complaints  
BT Retail

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**From:** Peter Clackett  
**Sent:** 05 October 2012 17:49  
**To:** Livingston,I,Ian,CGEC R  
**Subject:** FW: NSA 00015493 - VOL012-68364978183 -IL - BT Infinity - Continuously broken availability promises TWO Year delay Peter Clackett xxxxx xxxxxx

Mr Livingstone.

As I suspected would happen this issue is too difficult to resolve, probably because I am asking questions that may expose flaws in the Next Generation roll out procedure. I would like YOUR comments before I consider where to go next with this. At present I feel that because I live in a village, albeit within the London Computer Belt I am and my neighbours are clearly part of the 34% of the households which BT do not care if they service with high speed internet.

Regards

Peter Clackett

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**From:** ian.livingston...  
**Sent:** 05 October 2012 17:56  
**To:** peter.clackett...  
**Cc:** julie.howarth...  
**Subject:** RE: NSA 00015493 - VOL012-68364978183 -IL - BT Infinity - Continuously broken availability promises TWO Year delay Peter Clackett xxxxx xxxxxx

I am sorry that it has proved necessary to remove it from the programme but I am at a loss of the further comments you are seeking from me. I think Julie has fully explained the position and suggested discussing your locality with your council who may include it in their programme to support areas that are not otherwise viable. It is your decision where to go next as you describe it.

Ian

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