<Our Suburb>
FTTH Initiative
<Date>

1 Background

<Our Suburb> is a residential area in <City>. Add a bit about the suburb.

The properties (approx. X in total) are generally Y square metres in size. Describe the composition of residents (LSM etc.).

Our Association has been inundated by complaints about the state of the broadband in the area. The level of frustration has peaked recently. Generally speaking, the frustration related to
   a) Speed not nearly what is promised
   b) Substantial congestion
   c) Line issues and temporary cables leading to many, many faults. A lot of residents log multiple faults per year
   d) Substantially long outages

As a result of these complaints we conducted an online survey of our residents. We got an overwhelming response which emphasises the level of feeling in the neighbourhood. Usually emailed requests for information receive limited response so the level of feeling on the subject is high.

2 Further information

Should anyone have any queries please do not hesitate to contact
   Name   : ABC
   Number   : 1234
   Email   : Email

Confidential

3 Suburb Map

Insert Map Here

4 Survey Results Highlights

The results were consistent across the board. The detailed results are in Section 5.

The highlights are
1. There were 154 respondents collected in a relatively short amount of time.

2. 95.45% (147) said they would pay more to get a substantially faster service.

3. 78.58% (121) said they seldom or never get adequate service.

4. Line faults – Only 14.29% (22) said they had no faults in the last year. 65.58% (101) reported 2 or more faults a year with a disturbing 23.38% (36) reporting more than 3 faults in the last 12 months. Our respondents documented 340 faults across the 154 respondents.

5. 28.58% (44) said they were buying a lower level of service because they believed they wouldn't get more speed even if they upgraded

6. The textual comments were also revealing and generally speaking they reveal a neighbourhood that is battling with speed, consistency, reliability and faults.

7. Telkom have told many residents that the problems are mainly caused by our distance from the exchange (mainly Wynberg but also Clareinch)

5 Interpretation of the Results

1. The residents are clearly wanting good broadband. Such a high response rate indicates this since people are usually not keen on online surveys.

2. They are happy to pay more for a good service but at the very least want the service they pay for.

3. They have the pressing need since many work from home or run small businesses

4. The residents' complaints spill over into the corporate and small/medium business world since many residents are either senior executives in corporate companies or are business owners.

5. They are particularly angry about reliability. We are not sure what causes this lack of reliability be it old copper, temporary cable, distant from exchanges etc. What we do know is that Telkom must spend a lot of money servicingthe area.

6 Recommendations

The residents urge Fibre companies to consider deploying FTTH as soon as possible.

Cameras – Our suburb is considering erecting CCTV and LPR cameras throughout the neighbourhood. Free spectrum wireless is too unreliable given our topography and we would like to attach the cameras to the fibre. However, this is not a key criteria.
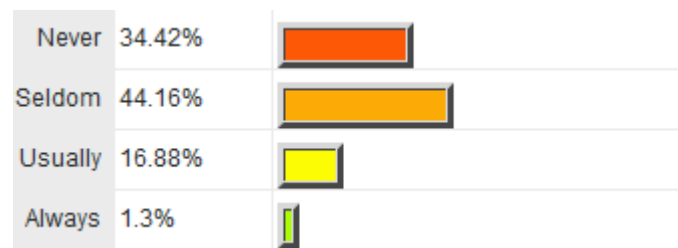
7 Detailed Survey Results

Below are the survey results. Where the percentages don't add up to 100% it is due to a small number of respondents not answering the question

What Line Speed have you purchased?

1Mb	12.99%
2Mb	15.58%
4Mb	40.26%
10Mb	14.94%
Other	12.34%
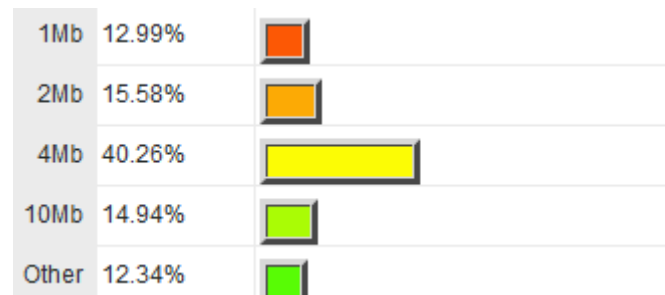
Do you get the speed you pay for?

Never	34.42%
Seldom	44.16%
Usually	16.88%
Always	1.3%

Would you consider buying a far faster speed if it was available and affordable?

Yes	95.45%
No	4.55%

Confidential

Have you had line faults that you have logged in the last year? (Best guess)

None	14.29%	
One	18.83%	
Two	25.97%	
Three	16.23%	
More	23.38%	
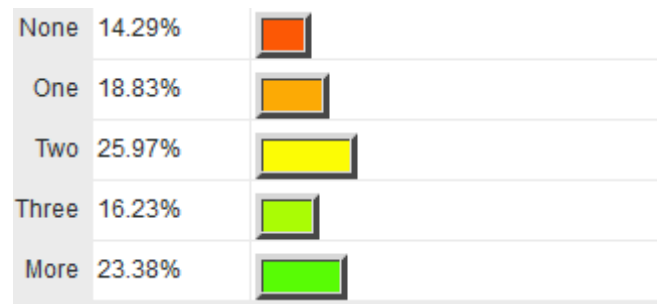
How many hours a week do you average on the internet? (Best guess will do)

Less than 5 hours	1.95%	
5-10 hours	13.64%	
10-20 hours	33.12%	
20-40 hours	31.82%	
More than 40 hours	18.83%	