

From: [REDACTED]
Sent: 16 February 2016 10:16
To: haveyoursay@ttn-vds.org
Subject: Telephones provision

2.5.3 I have been informed by my provider, Eclipse, that BT know there is NO surplus phone connections available. Into the exchange. Indeed, its known, based on a number of engineers on call outs to our line, that a short section of the main cable was replaced some years ago between Trefonen and the exchange. But now the cables either side are failing and as we know after some 7 years of faults it took pressure onto the BT Chief Executives office and Eclipse Chief Executive to get us shifted onto a newly "vacant" line.

Eclipse after pressing BT to replace the faulty cables have been told they are not going to do so. Indeed the last engineers we had told me the local management tell them (at least at that time) to tell customers to complain to their providers as local managers had also been trying to get the cabling replaced and failed.

In Trefonen at least some of the hill area aluminium cabling which is known to be a very poor material and be many years past its life. Again engineers have said BT will not replace it.

This results in two things, the unreliable phone and internet service many resident have to put up and secondly difficulty in getting a fixed phone line.

Regards

John Barrett

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