

# intouch

## February 2012



As we enter the Olympic year, BT is accelerating the pace of super-fast broadband roll-out.

More than seven million UK homes and businesses already have access, and we are on track to pass ten million premises by the end of this year, with more than 2.5 million of them in London.

Our ambitions do not stop there. We now intend to make fibre available to two-thirds of UK premises by the end of 2014 – one year ahead of our original target – in the fastest deployment of super-fast broadband anywhere in the world on this scale.

Businesses of all sizes are benefiting from the economic boost that super-fast broadband services offer, and communities will gain too.

To meet our tough roll-out targets, we're creating more than 500 new engineering jobs.

The broadband landscape is changing radically in 2012, with technology developments set to transform speeds and extend the potential to provide fibre-to-the-premise (FTTP) to all fibre enabled areas. Read more about this exciting development on page 2.

I am delighted to be appointed as the new Regional Director for London at this exciting time for the capital. This is one of the greatest times to be living, working and visiting London – and BT is at the heart of this. I am determined as London director to help everybody in all the capital's diverse boroughs unlock these wonderful technological opportunities for all their needs.

And working in partnership with the public sector is going to be key as BT looks to ways of not only delivering transforming communications to communities, but enabling them to harness the potential it brings.

**Chet Patel, BT Regional Director**

## London rockets to over 385,000 BT Wi-Fi hotspots

Wi-Fi users across London can now take advantage of more than 385,000 Wi-Fi hotspots – almost three times the number of less than two years ago.

The rapidly expanding BT network – the largest in the UK – now has more than three million UK hotspots in homes, independent businesses and city centres. Access is free to more than five million BT Broadband customers, plus users of iPads, iPhones, iTouch, Android, Samsung and BlackBerry devices and smartphones through other BT partnership agreements.

BT's rapid hotspot growth mirrors the rise in the use of smartphones, which are quickly catching up with laptops and PCs around the world as the consumer's Wi-Fi device of choice. This news is yet another example

of major investment by BT in the country's communications network. This huge growth in the number of hotspots takes flexible working from the home to wherever you need to be and brings the internet right to your fingertips.

For small businesses in London Wi-Fi is a great low or no-cost way of working remotely, staying in touch with customers, suppliers and staff and accessing real-time travel information quickly, from any wireless PC, tablet or smartphone.

Last year BT announced a new free mobile application that gives BT home broadband customers easy mobile access to free and unlimited Wi-Fi and includes a mapping service which is updated weekly so that customers can find their nearest hotspot. See [www.bt.com/wifi/onthego](http://www.bt.com/wifi/onthego) for ways to get online.

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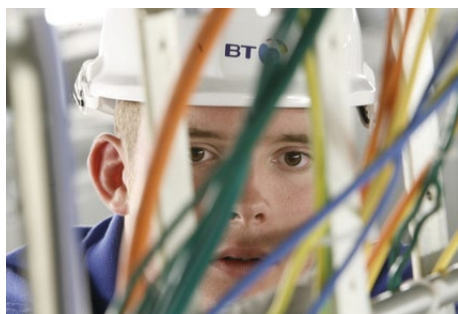
→ Barnet residents grab chance to get online

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## Speeding up – delivering faster broadband in London



This year we are accelerating the roll-out of super-fast broadband, creating new jobs that directly benefit our communities. As a result of technological developments fibre-based broadband speeds are set to double this year. This, alongside our recent announcement of fibre-to-the-premises (FTTP) on demand which, following a successful trial, has the potential to make FTTP available in all fibre enabled areas, provides a service boost for new and growing businesses.

We're providing speed increases of up to 20Mbps over copper lines and a choice of speeds of up to 10Gbps on our Ethernet services. The whole faster broadband picture is changing, and coming into sharper focus.

### Reaching further, faster

We're accelerating roll-out ahead of plan. Two-thirds of all UK premises are now on track to gain fibre broadband by the end of 2014, a full year ahead of our original target. We are bringing forward some £300 million of our £2.5 billion investment in commercial fibre broadband as we support the government in its ambition to have the best super-fast network in Europe by 2015.

Widespread availability of this technology will drive growth for new and expanding businesses in London, and please many people who are keen to experience the benefits. By the end of 2012, ten million people across the UK will have access to new services, with more than 2.5 million within London.

Roll out of fibre broadband is well under way in London and has recently been made available to ten new locations across the capital, including Romford, Docklands, Croydon and Wembley.

### Creating new jobs

As well as building new infrastructure across London, getting super-fast broadband into our communities is helping to create new, high quality jobs, bringing a welcome boost to local employment.

Many of our new recruits will be ex-armed forces personnel, who bring both talent and commitment.

As we increase the pace of super-fast broadband here in London, we are enlarging our own engineering workforce with 78 new recruits who will be based in a number of locations including Walthamstow, Southall and Twickenham. The new engineers are set to start work by the end of January, and will spend their first few weeks completing extensive training and job shadowing before 'buddying up' with experienced colleagues.

### Speeding up services

The new picture is completed with radical changes to all faster broadband speeds. Our innovative fibre network features a mix of fibre-to-the-cabinet (FTTC) and FTTP technologies – both of which offer download speeds vastly superior to those previously available.

FTTC currently offers download speeds of up to 40Mbps and upload speeds of up to 10Mbps. These will roughly double during 2012, with FTTC download speeds expected to rise to up to 80Mbps, and FTTC upload rates – already the fastest in the UK – to increase to up to 20Mbps. Super-fast FTTP broadband, where fibre goes directly into individual homes and business premises, now offers speeds of up to 100Mbps, and this will rise to 300Mbps in the spring.

In addition following the successful trials of "FTTP on demand" in St Agnes, Cornwall

BT has developed a solution which allows additional fibre to be run on demand to a home or business in a FTTC enabled area, providing the customer with ultra-fast FTTP broadband. This solution is likely to be of particular appeal to our London small and medium sized businesses who need to send and receive large amounts of data and is great news for those who want to compete internationally. Ultra-fast broadband speeds potentially now available to a vastly larger number of homes and business in the region than was previously the case, is a major breakthrough. These speeds will also be available via all ISPs who wish to offer them via our open network. We believe that this will transform the UK broadband market from Spring of 2013 onwards.

Speed increases are also on the agenda for customers who receive broadband over copper lines. Our investment in ADSL2 means that broadband speeds of up to 20Mbps – double the previous maximum speed – will become widely available this year. Exchanges serving around 99% of London homes and businesses will be upgraded by Summer 2012.

In addition, we're expanding our Ethernet services, enabling medium-sized businesses and other organisations to opt for a guaranteed broadband speed over a dedicated line with speeds of up to 10Gbps.

Together, the range of new faster broadband speeds will provide a huge fillip for businesses and growth in the London economy. Small and medium sized firms will have access to big business speeds at much lower cost, allowing them to find new markets, boost their competitiveness and create new jobs.

This important new development will significantly improve the broadband speeds available across parts of London and will provide a further boost for local businesses, and homeworkers as well.

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## Get IT together and give an hour

More than one in seven (14%) adults in London have never sent an email, according to new research from BT's Get IT Together campaign. The findings were released as Gabby Logan, who fronted the campaign, encouraged people in the London to 'Give an Hour' to help someone send their first email – an important step to getting online.

The BT/ICM telephone poll found that, of those adults in the region, almost half (45%) has used email to reconnect with someone and over half (54%) got back in touch using Facebook. Across the UK, almost half (47%) of those who had lost touch with a close family member said they would like to reconnect with them – though only about one in ten (9%) wanted to get back in touch with an old flame.

A lack of time and physical distance are often the cause of people losing touch. More than half (54%) of those surveyed said they had lost contact with someone because they didn't have time to keep in touch. Almost half (46%) reported losing touch because their friend or family member had moved to another part of the country, and 42% of those who had lost touch said distance prevented them reconnecting.

Around nine million people in the UK still haven't used the internet. Through our Get IT Together campaign, we are committed to helping get another 100,000 people online for the first time by the end of the London Olympic year, while enabling at least 10,000 people to become Digital Champions, to help and inspire others to use the internet. We also supported the afore-mentioned 'Give an Hour' campaign, which encouraged people to use the hour created by the clocks going back on 30 October to help someone get online.

### Give an hour this winter

Here are some tips for helping someone get online:

- make it relevant – show them how exciting the internet can make their favourite pastime, be that shopping, gardening or music
- be patient – everyone learns new skills at different speeds and remember that the person you are teaching may not have grown up with computers in the same way as you did
- keep it local – a great way to make the internet seem less daunting is to focus on something local, such as bus routes or regional news
- you're in charge, not the computer – reassure the person you're teaching that it's really hard to break a computer
- set realistic goals – let your friend or relative learn at their own pace and keep sessions short and sweet
- go to [www.bt.com/getittogether](http://www.bt.com/getittogether) for more advice, tips and to show someone the basics of getting online.

## London primary schools urged to join Communication Triathlon

Primary schools throughout London are being invited to sign up for the UK's first national Communication Triathlon for schools.

The project, launched by BT's local network business Openreach and children's charity I CAN, is a series of free fun events, intended to help children become good communicators.

Part of Get Set, the official London 2012 education programme, the initiative encourages children to take part in three

London 2012-themed speaking and listening activities around Thinking, Talking and Teamwork.

Designed by a team of communication and education experts, including speech and language therapists and teachers, the project incorporates a wide range of inspiring curriculum-linked communication activities that support children's school work, such as Sports Bingo, Secret Striker, Memory Relay and even a Listening Assault Course.

More than 500 schools across the UK and around 50 in London have already registered

to take part – and more are wanted. To get your Communication Triathlon pack, go to [www.communicationtriathlon.org.uk](http://www.communicationtriathlon.org.uk)



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## BT helps London community groups get digital

Thirty five community groups and charities across London have been given the chance to help people in their community to get online and discover the incredible benefits of the internet.

BT has awarded these organisations, ranging from scout groups and pre-school groups to family and community centres, one year's free broadband through its Community Connections Award Scheme.

Since its launch in 2002, this successful initiative has helped around 735 winners in the capital, often in areas of deprivation and digital exclusion, to surf the internet

and engage with the online world for the first time. These have included silver surfers, cultural groups, family support groups, arts groups and youth clubs.

The Community Connections scheme directly addresses the lack of internet access amongst community groups in the UK and is part of our Get IT Together programme, which is all about instilling confidence and empowering people to get online. Nearly 14% of people in London have never used the internet and so are at risk of missing out on access to vital services that are quickly moving online. This award scheme helps people to reach these critical services, which include education resources, important medical information and financial advice.

The judges, who included representatives

from Race Online 2012, AbilityNet, UK Online Centres, Common Purpose, Charity Technology Trust and Business in the Community, were impressed by the diversity of groups applying for the Community Connections award and how they intend to encourage and teach others to get online. Among the winners of the award in the capital were the Good Shepherd Voluntary Organisation in Newham, New Cross People's Library in Lewisham and the Walker After School Club in Enfield.

To find out more about the BT Community Connections awards scheme, simply call 0845 257 6792 or log on to [www.bt.com.communityconnections](http://www.bt.com.communityconnections).

## Super-fast broadband goes live in the heart of tech city

Super-fast broadband is now available to businesses based in one of the capital's leading destinations for digital, creative and high-technology hotspots.

More than 10,000 homes and businesses served by the Shoreditch exchange are poised to join the high-speed revolution. This latest development means that around 1.9 million premises in London are either already or soon to be connected, and we plan to pass another 650,000 premises in the capital with our fibre network during 2012.

Our local access network business, Openreach, expects to make super-fast fibre broadband available to two-thirds of UK homes and businesses by the end of 2014. It will use a mix of technologies, which provide much faster speeds than those previously available to most UK firms and households.

FTTC, delivered to street cabinets, currently offers download speeds of up to 40Mbps and upload speeds of up to 10Mbps. Openreach is planning to roughly double these speeds during 2012. FTTP, taking fibre all the way to homes and businesses, will offer speeds of up to 100Mbps.

Andrew Campling, General Manager for BT London, said: "The arrival of super-fast broadband in the heart of tech city is a huge boost for this thriving hi-tech business community. It will transform their experience of the internet. They're joining the more than six million UK premises now passed by what we believe to be the world's fastest growing fibre network.

"Fast and reliable internet connections are an essential part of our national infrastructure, whether we want them for entertainment at home, education online, boosting our businesses or delivering essential public services. BT's investment in fibre broadband will benefit London's ability to compete and the wider

local economy".

Internet users with a super-fast connection can do much more online, all at the same time. For instance, a family could be downloading a movie, watching a TV replay service, surfing the internet and playing games online. A music track can be downloaded in about two seconds, a whole album in 30 seconds and a feature-length HD movie in ten minutes. Upload speeds are the fastest in the UK, allowing large videos and data files to be sent almost instantly and activities such as uploading hi-resolution photos to Facebook to be completed in seconds.

Unlike other companies, Openreach offers access to service providers on an open, wholesale basis, supporting a competitive market. For further information on the super-fast broadband programme, visit [www.superfast-openreach.co.uk](http://www.superfast-openreach.co.uk)



## St Andrew's CE High School has been named as a BT Internet Ranger School of the Year



St Andrew's CE High School has been awarded a cash prize of £2,500 to help keep developing the IT skills of local elderly citizens.

The annual award scheme recognises the UK's most dedicated young internet teachers, who are helping to bridge the digital divide between generations in their local communities.

Over the last two years the school has been delivering an exciting inter-generational project called 'HOPE' designed by the pupils themselves, providing IT classes for senior residents from the local community of Croydon. The project is completely student-led with the first pilot scheme having run in 2009 to support older residents at the nearby Ellis David Alms House, with their IT skills development. Since then and with the aid of BT, the school has been able to enhance the student programme further by equipping a Community Café with IT systems and technology sufficient to allow the group to continue its valuable work.

As a structured one-to-one mentoring programme of IT activities, 'HOPE' aims to enhance the quality of life for retirees by supporting and improving their independence and giving them the skills

and knowledge to confidently access the internet. The project supports the health, well being and independence of the older age groups not only through learning but through mobility, mental stimulus and by delivering a real sense of achievement.

Furthermore, the interaction is not simply restricted to e-learning. On a social level, both pupils and learners develop a better understanding of their respective peer groups promoting further community cohesion. Meanwhile, on an academic level, pupils have been able to raise their levels of self confidence and attain key employability skills including listening, communication and verbal skills.

Lesley Stout, from St Andrew's CE High School, said: "Many of our students were concerned that last summer's riots and unrest served to damage Croydon's community feel and residents of all ages felt the impact of this. However the troubles served only to strengthen their resolve and have simply become more determined in their aim to make a positive difference to their local community. It is their enthusiasm for helping others as well as the support of school staff that has enabled us to win this fantastic award and for this we are immensely proud."

Cllr Margaret Mead, cabinet member for health and adult social care, said: "I'd like to congratulate the pupils at St Andrew's on their inspired project, which is bringing young and old together. The Internet Rangers scheme is a fantastic way of encouraging school children to help older people in their local community by teaching them new IT skills, which can make their lives easier and help them keep in contact with family and friends.

For more information visit [www.bt.com/intetrangers](http://www.bt.com/intetrangers).

### Barnet residents grab chance to get online

In October, we joined forces with local support organisation and volunteer centre CommUNITY Barnet plus local partners Barnet Library Service, Age UK Barnet and the Peabody Trust Green Man Centre to provide internet taster sessions for people from all areas of the borough.

Using easily accessible lesson modules developed by BT, a total of 34 volunteers from BT gave 80 hours' worth of time to help people get online for the first time. The sessions lasted one hour, and provided people with a basic demonstration and hands-on experience of accessing and using the internet. The aim was to help Barnet residents benefit from the opportunities being online can bring and take advantage of further courses through local providers across the borough.

The initiative was in support of Get Online Week, which is a very important part of BT's Get IT Together programme to make the huge benefits of the internet available to as many people and organisations as possible. Volunteers can play a vital role by teaching other people, who have little or no experience of the internet, to get online. We really want to encourage as many people as possible to discover the fantastic opportunities broadband offers.