

## **Further Parish Council update to residents: 4<sup>th</sup> Aug 2015**

Communication from Allpay:

Hi Tony

I have been advised by the company today that allpay are no longer conducting free site surveys for affected customers. This has been communicated down from management as part of our phased exit out of the Broadband business.

Apologies for this news as I am sure it will disappoint the affected customers in Allensmore.

Regards

**James Upcott**

**Broadband Engineer**

## **Parish Council letter to residents: 13 Aug 2015**

Dear Residents of Allensmore Parish

Allensmore Parish Council are trying to find out more details about the recent release of information regarding the intent by Allpay to withdraw some of their broadband provision in the area. The Cabinet Member of Herefordshire Council has been contacted on the subject.

A statement follows, as sent by an Allpay Technician, and advice is given that customers may contact Allpay for further information, or a free survey, to determine the status of their contract.

"Allpay Broadband are currently in the process of a decommission of our Broadband service, due to the impact from the rollout of BT's Fibre Broadband.

You can get an indication of which site you receive your service from by looking at the direction in which your antenna points.

There are plans to keep some sites on our network live, and access to our network will remain for these customers, however other sites which make less money and have been effected by BT's rollout will be taken out. As you are contacting us in respect to Allensmore, I can inform you that the only site due to come out that will affect customers is "Denim Nation (Haywood Lane)". Customers affected will receive a letter around the 30<sup>th</sup> July 2015 from allpay informing them that their service will be terminated. This letter will be taken as the 30 day notice period to satisfy the contractual obligation we have with them.

The customers affected may have the potential to receive service off a site that isn't due to be decommissioned, however they will need to contact us to book a free site survey.

In terms of "new" installations, the company are no longer taking on new clients, which also includes a new occupant moving into a property where the kit is already installed. Previously we have just carried out a "takeover" of the broadband contract, however this is no longer a possibility.

To sum up all customers receiving service from Cobhall Farm and Court Plocs will remain an allpay customer receiving service from us. All customers receiving service from Denim Nation will be decommissioned.

If anyone wants to query what site they receive service from or wishes for a site survey then please contact us at allpay.

Regards

**James Upcott**

**Broadband Engineer**

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Web: [www.allpaybroadband.com](http://www.allpaybroadband.com)"

Whilst the Parish Council must be clear that they have no jurisdiction over what is a private company decision, they will try to ask questions, gather information and keep the parish community informed of developments - as far as reasonably possible.

Thank you for your time in reading this information.

Best wishes

Alison

***Mrs Alison Wright***

***Parish Clerk***

***Allensmore***

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