



Federation of Small Businesses

Federation of Small Businesses - Broadband Survey Northamptonshire
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Business Park/area details	Notes
Blackthorn Workshops	I have a Unit on Blackthorn Workshops, NN3 8PT, owned by Northampton Borough Council. Broadband is supplied through copper lines, via my supplier. It is slow to non existent, there are no spare phone lines and I am often off-line due to lack of signal. This causes me a lot of delay and frustration as I depend heavily on the Internet to communicate with my suppliers in the rest of Europe. I also have an identical problem with our NN15 6JQ site, also with BT copper, but someone has just installed fibre optics up our road.
Brackmills	I don't know if you are aware, but broadband speed on Brackmills is a major issue. The line speed at my home in Collingtree is nearly 30 times faster! I know that the BID have been involved in this area, though to what effect I don't know – I have heard very little. We are currently looking at replacing our company software, and the preferred solution would be cloud-based. However, with current line speeds this is completely a non-starter unless we install a very expensive dedicated line. BRACKMILLS NEEDS BROADBAND – NOW! Lets hope this is finally on someone's radar!
Buckingham Rd Ind Est, Brackley	In reply to your email. We are a graphics company and need the super fast broadband to be rolled out to network Buckingham court, NN13 7EU, Brackley. This is to inform you that we are aware that the Buckingham Road Industrial Estate where we are based is being bypassed in the roll out of superfast broadband. This is very unfortunate as the software support of our customers worldwide is vital to our business. We urge you to do whatever you can to remedy this situation.
Burlington House, Wellingborough Rd, Northampton	I would like to advise that the internet broadband at our location is often slow and the connection can be unpredictable. Although I can't be sure of the technicalities, being only a end user, it seems as though the volume of traffic limits the stability. For example if we're running our backup software, which connects to cloud storage via the internet, we are often unable to receive or send emails or access other websites whilst it's running. I have spoken with various companies and have been told there is nothing better available in our area of the Wellingborough Road. One supplier said they could improve the situation but they would only install the necessary equipment if the whole building were to sign up with them. This is outside our control we rent an office from the landlord (as do the rest of the occupants/businesses based at Burlington House).
Crow Lane Ind Est	I received the email about superfast broadband on industrial estates, and would like to highlight an estate where it is particularly awful, 'Crow Lane Industrial Estate'. We are a small company here that relies on a good internet connection, and we haven't seen any improvement in over 10 years that we've been here. In fact I have recently (2 weeks ago) visited many other companies on our estate to find if they were also experiencing problems, and every one I visited did! This prompted me to send an email to the local council explaining our desperate situation. We struggle to get 3Mbps, and so do the other companies I visited. I think the main problem is that we don't have fibre, and according to the superfast Northamptonshire website we might not get it for at least another 3 years! The most sickening thing is that just the other side of the A45 (300 yards away), the residential estates can enjoy up to 100Mbps! Yet us businesses are suffering, and we are the ones that would benefit the most from a good connection. Anyway, I will get off my soapbox now, and hope that together we can do something to convince the council to make industrial estates a priority for superfast broadband.
Dennington Ind Est, Wellingborough	I believe that the Dennington Industrial Estate in Wellingborough suffers from not getting super fast broadband, so this may be worth checking out.
East Haddon, Northants	Broadband is bad here and we are a software company. We are in a similar position. We are not located in a business park; we are somewhat out in the Countryside in East Haddon. It looks as though our local exchange at East Haddon is in the process of being upgraded to provide the superfast broadband service. However, as we are some distance outside of the village it doesn't appear that the benefits of the superfast service will extend as far as our premises (having looked at the rollout map on the BT Openreach website). There are a number of businesses located close to us. It looks as though they will also be excluded from the rollout.
Heartlands Business Park & Royal Oak Industrial Estate, Daventry	I understand you are looking for business parks that are lacking good connectivity. We are based in Daventry with premises on Heartlands Business Park and Royal Oak Industrial Estate where our only option is to pay for expensive leased lines as super fast broadband is not available. I also know this affects other units on the same park. If you need any information to help us get flagged up let me know!
Kettering Business Park	Currently we do not have superfast broadband on our estate which is Kettering Business Park, on the <u>south side</u> of Kettering. We desperately need faster broadband as ours is only between 2 & 3 mb at the moment. We are being told that the superfast fibre optic version may come our way later in 2016. Please believe me when I say that this can't come soon enough as we regularly have to transfer large artwork files and quite often lose our connection whilst doing so. Anything you can do to help would be greatly appreciated.
Kettering Venture Park	We are an Internet marketing business, so we are literally on the Internet all of the time. We are based on the Kettering Venture Park (south side of Kettering, just off the A14, by the RCI building and cinema). The broadband here is appalling, so much so that three years we were forced to take out a leased line which cost several thousand pounds to install and about £700 per month to run - all to provide a 10 megabit connection, which is considerably slower than broadband that many businesses in other parts of the country might pay only a few tens of pounds a month for. As a small business, this of course reduces our competitiveness when we have to pay 20 times more than other businesses for a slower connection. By choosing to locate ourselves on Kettering Venture Park, over the course of the last three years we have had to spend about £30,000 on our Internet connection and we're currently spending more than £8000 per year on it. Your line "many of whom depend upon greater bandwidth in order to compete for contracts or to simply run their businesses effectively" describes our situation perfectly.
Lammas Court, Corby	Hi I have had serious problems with suppliers who all said they could supply a service but none were able to offer a workable broadband service and I have now started using one particular company and it seems they are the only company that can offer a reliable workable service where all the other networks cannot. There seem to be quite a few areas in the corby area where there is a good service to residential but a poor service to business it has bee a ongoing problem for me for the past two years . I am now connected with Warwick net and am at last able to use the internet without problems.
	I would certainly say that Moulton Business Park is desperately in need of good quality broadband. The only way that it is currently possible to get a respectable download speed is to use a leased line, which is beyond the scope of most small businesses due to the prohibitive monthly cost of this type of service. I can confirm to you that Moulton Park has a very bad connection; our speed is in average 3-5 Mb download and we have two broadband connections. I had an update to our payroll software and it took 30 minutes to download, if I had done this at home, it would have taken 3 minutes on my home connection. If it were not for me to own the building we are in, we would probably have moved.

Moulton Park	<p>We are located at Duncan Close on Moulton Park. The broadband speed here can only be described as abysmal, in addition can be far from reliable and we experience several dropouts throughout the day. The download speed is anything between 3.50 to 3.70 and the upload speed between 0.57 and 0.70. These speeds impact on our ability to use the internet and download import documentation for our clients from provider sites. We would like to use the cloud to run a number of aspects of our business which would have significant cost savings for us. To do this we need to have a robust and stable internet connection, and sadly this is not the case. I have spoken recently (end of 2014) to two main suppliers, and it would seem there are no plans in the near future for either of these companies to address this. Any pressure that can be brought to bear to rectify this would be most welcome.</p> <p>The lack of a stable and fast broad band connection has caused us to delay plans for expansion of our business, as we have not been able to employ the style of software required to facilitate more rapid growth in our business. The instability of the existing connection has also caused many problems for us, with many days of lost production. A stable, reliable and fast connection for Moulton Park is essential for the future growth of businesses here and therefore growth in jobs.</p>
Spring Hill Office Park, Pitsford	A private development that is having issue is Spring Hill Office park in Pitsford (around 20 units)
Preston Deanery (NN7 2DX) at	I respond to your enquiry as to whether we are or have been experiencing difficulties with broadband. We were based in a rural location but did have a useable 4Mb download speed for a period of years - this has degraded speedily and at last test the (much visited and repaired) system could only deliver 0.2 - 0.3Mbs in daytime. I put this down to the increase in Internet based services such as catch up TV etc reducing the available bandwidth and ageing aluminium cabling to the village. We were not able to source a more speedy service from another supplier and in early 2013 moved out of the office we owned for rented space at a business park locally we already had warehousing at. Not good business but absolutely necessary. This site is served by a fibre link but it is the property of the landowner since he had it installed and any broadband on site is either via BT landlines (as bad as before) or via his link which is very expensive at £100 + VAT per month for 12mb up and down. I have recently tried the 4G 'Huwaie gadget at the old office which was not available at the time of the move and to some extent it does provide a solution - the speeds are acceptable up to very good at night but we do have to pay for a package based on each Gb of download. It is still MUCH cheaper than the current fibre link but not quite as reliable. Perhaps this is the way forward until its bandwidth becomes filled with additional services and it slows to painful speeds too? I would be very happy to see our locality connected with something more adequate than ancient cable which struggled to deliver clear telephone sometimes as my business has been and to some extent still, is being driven/impeded by this lack of infrastructure locally. My postcodes are NN7 2DX for the old office and NN7 2EG for the rented space.
Park Farm Ind Est, Wellingborough	Please add Park Farm Industrial Estate in Wellingborough to your list of estates. Last time I checked with our phone service provider we were not on the list and it would really help us – we want to implement EDI to receive orders directly into our system but our broadband connection is a problem in this respect.
Sanders Lodge Ind Est, Rushden	We are on the Sanders Lodge Industrial Estate in Rushden. Our broadband is always causing us issues. We transfer data between our 2 sites on the same estate and this connection is very slow or fails the majority of the time.
Shieling Court, Northfolds Rd, Corby	Our business is located on Shieling Court, Northfolds Road, Corby. We are a digital printing company who are heavily reliant on the internet, email and have a lot of files that have to be uploaded or downloaded on a daily basis. We are in desperate need of superfast broadband and have had spent a lot of time looking in to the best options available from dedicated lines which were cost prohibited to the solution we currently have which is ADSL2+ Annex M. This uses 2x broadband connections to give us a wider bandwidth. This is much better than the standard but it is not very stable and still not fast enough. Our business is very reliant on us being able to act and respond quickly to client demands, fast turnarounds, quick proofs etc. The technology we use is constantly being updated and we need cloud access to be able to constantly be able to access email from wherever our sales team are. In addition we have a web to print option that we are developing for both B2C and B2B customers but this again requires superfast broadband. What is bizarre is that we are surrounded by residential estates that all seem to have the superfast broadband technology and have had it for some years now. I can't stress how important it is for us to get this service on our estate. We have plans to grow and expand our business, employ more local staff but it will not happen until broadband speeds are improved.
Silverstone	I attended the rollout of the first superfast connections in Towcester last year. It became apparent that when statements are made that for example - Towcester, Greens Norton and Silverstone have Superfast Broadband this is not the whole story. What they mean is that it is in these places but only very restricted parts of them. I live in Silverstone and run my business predominately va the internet. While the broadband service is quite good it is not Superfast and despite being a relatively short distance from the telephone exchange I don't have Superfast. On enquiring no body seems able to tell me if and when I will be able to have it. Ask and you are referred to a map which is impossible to work out if you are on the edge of the colours that depict where it will be introduced. In this village it seems that only a few streets around the centre have access to the service. I get the feeling that other places are in exactly the same situation. I know the question related to business parks and the like but there are hundreds of us who work from premises in towns and villages who need such services just as much.
Strixton Manor Business Centre	We are having difficulty accessing superfast broadband at Strixton Manor Business Centre NN29 7PA.
Swan Valley Business Park, Northampton	I am located on Swan Valley Business Park in Northampton. We are running on a 3G/4G wireless system that is intermittent and damaging my business. The cable broadband at up to 1mb but in reality its 500k is not fast enough for our needs. We are informed that no high speed internet is available to us or planned.
Wayside Braunston Business Park	<p>We are an on-line retailer so broadband is vital to us, and we have no Broadband Fibre available, although there is a BT cabinet in the village of Braunston only about 800 metres away that says Fibre is available. There seems to be no-one to talk to at BT who will tell us what is happening. We need Fibre urgently to grow our business and there are also a couple of other businesses on the estate that are on-line retailers. The business estate is Wayside @ Braunston on the A45 between Daventry and Rugby.</p> <p>We are not currently able to access Broadband Infinity for Business in our area. At the moment we are unable to determine when or if this is going to be available to our business park although it is available in the nearby village of Braunston. Our business is severely handicapped by the low speeds achieved using standard Broadband even though we have a 'signal booster' installed. Wayside Business Park, London Road, Braunston. We desperately need Infinity to be installed as a matter of urgency and any assistance from FSB will be much appreciated.</p> <p>Following the recent email from the FSB, we are experiencing severe issues with our broadband and eagerly awaiting the Fibre optic broadband which we believe is now in Braunston but not distributed to the Business Park. We need a fast broadband connection as we perform the following via remote connection: - Software Support - Software Upgrades - Hosted ftp site for clients documents. As the current BT broadband is so unreliable we are either having to visit sites across the UK or use our own Home Broadband to support our client base. We have contacted BT to try and push them for an expected availability date but have been told 'not available in this area and no idea of time frame'.</p>
Welford village	I am aware that Welford village where i will be relocating my business too in the near future has dire broadband speeds. Would be great to see the 5mbps(when it works) being upgraded!
Wollaston	Broadband is a joke in the village of Wollaston, near Rushden. Our business has to rent and merge four standard lines, to get anywhere near the speed of a fibre line. It's expensive and prone to problems. What's particularly annoying is that the local exchange is ready for fibre, but the local cabinet has not yet been upgraded. The project was listed on Superfast Northamptonshire for late 2014, but now seems to have slipped off the schedule altogether.

Wootton Fields	Where we are based in a local centre in Wootton Fields we struggle with poor broadband speed and our whole business works of an internet based system. We would be interested in knowing if superfast broadband is due in our area. There are also a number of other business (7-10) in our local centre.
Yorks Farm Business Centre, Towcester	I received the FSB email about super fast broadband and wanted to put in a mention for our business park – Yorks Farm Business Centre, Watling Street, Towcester, NN12 8EU. Though we are just outside Towcester, as far as I can see there are no plans for super fast broadband to be made available at our business park any time soon. Slow internet is definitely a hinderance to our business and I'm sure many others on the site!