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Dear Resident,

As you may know, we had planned to connect Arkesden and the surrounding communities as part of our full fibre network rollout across Essex. However, we have had to review these plans in light of other network operators' activity in the area.

When we build and expand our network, we have to take into account multiple factors, including expected demand, competition and viability. In your community, there are a number of properties where the complexity of the build would be cost prohibitive. We originally believed we could offset these costs by connecting the more densely populated areas, but unfortunately this will not be possible due to the way other operators in the area have structured their networks. It isn't commercially viable to build to the remaining properties, with the current build technology.

It is then, with great regret, that I am writing to inform you we are no longer able to extend our network to your property.

I understand and appreciate that, after years of waiting, it will be very disappointing to learn that it isn't currently possible to extend our network to Arkesden and the surrounding communities. However, we will continue to work with Essex County Council as well as your MP, Kemi Badenoch, to explore how we can reach you, be that through different technology or new funding options.

Yours faithfully,



Tony Smith

Regional General Manager, East of England

CC: Kemi Badenoch MP
Superfast Essex
Uttlesford District Council
Arkesden Parish Council
Langley Parish Council
Clavering Parish Council