

Broadband Availability Checker

Telephone Number XXXXXXXXXXXX on Exchange CROSS HILLS is served by Cabinet E2

Featured Products	Downstream Line Rate(Mbps)		Upstream Line Rate (Mbps)		Downstream Handback Threshold(Mbps)	WBC FTTC Availability Date	WBC SOGEA Availability Date	Left in Jumper
	High	Low	High	Low				

**VDSL Range A (Clean)** 80 74.1 20 19 69.8 Available Available --

**VDSL Range B (Impacted)** 80 73.9 20 19 67.4 Available Available --

Featured Products	Downstream Line Rate(Mbps)	Upstream Line Rate (Mbps)	Downstream Range (Mbps)	Availability Date	FTTP Install Process
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**FTTP on Demand** 330 50 -- Available --

ADSL Products	Downstream Line Rate (Mbps)	Upstream Line Rate (Mbps)	Downstream Range(Mbps)	ADSL Availability Date	Left in Jumper
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**WBC ADSL 2+** Up to 15 -- 8.5 to 19.5 Available --

**WBC ADSL2+ Annex M** Up to 15 Up to 1 8.5 to 19.5 Available --

**ADSL Max** Up to 8 -- 7 to 8 Available --

**WBC Fixed Rate** 2 -- -- Available --

**Fixed Rate** 2 -- -- Available --

SOADSL Products	Downstream Line Rate (Mbps)	Upstream Line Rate (Mbps)	Downstream Range(Mbps)	WBC SOADSL Availability Date	Left in Jumper
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**WBC SOADSL 2+** Up to 15 -- 8.5 to 19.5 -- --

**SOADSL Max** Up to 8 -- 8.5 to 19.5 -- --

**SOADSL Fixed Rate** Up to 2 -- 7 to 8 -- --

**Observed Speeds** **ADSL**

**Max Observed Downstream Speed** 16.66

**Max Observed Upstream Speed** 1.14

**Observed Date** 2022-04-28

**Other Offerings** **Availability Date**

**VDSL Multicast** Available

**ADSL Multicast** Available

Premise Environment	Status
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Bridge Tap	U
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VRI	--
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NTE FacePlate	--
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Last Test Date	--
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Exchange Product Restrictions	Status
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FTTP Priority Exchange	N
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WLR Withdrawal	N
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SOADSL Restriction	Y
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The exchange is not in a current fibre priority programme

WLR is currently available at the exchange

SOADSL is restricted at the exchange

FTTP is not available.

For all ADSL and WBC Fibre to the Cabinet (VDSL or G.fast) services, the stable line rate will be determined during the first 10 days of service usage.

Actual speeds experienced by end users and quoted by CPs will be lower due to a number of factors within and external to BT's network, Communication Providers' networks and within customer premises.

The Stop Sale date for IPstream is from 31 Oct 2013. The Formal Retirement date for IPstream is from 30 Jun 2014.

If you decide to place an order for a WBC fibre product, an appointment may be required for an engineer to visit the end user's premises to supply the service

In order to be eligible for handback, downstream speed should be less than Downstream Handback Threshold values.

**Mildenhall exchange:** Only single order products are available and ADSL and ADSL2+ products are not shown as available. However for premises that can only be served by SOADSL, BT will continue to accept ADSL and ADSL2+ orders until SOADSL is available.