

I'm not sure how to best progress this issue, I've raised a call but not had any feedback yet and wondered what the best to approach would be when I call again – when I raised the call I had less of an understanding of the issue.

I live in a small road of just 10 terraced houses and we are all on the same cabinet.

My downstream and upstream rates are more than 50% lower than every other house which has resulted in an unhappy household. It looks like an Openreach issue as I saw a similar problem on the forum recently. How can I get this sorted out quickly, any ideas. (I'm not paying 50% of the price for a poorer service though).

On BT Broadband Checker for my home the figures are:

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) 🟢	23.9	16.5	5.5	3.4	14.9	Available	Available	--
VDSL Range B (Impacted) 🟡	23.3	14.6	5.4	3.1	11.4	Available	Available	--
Featured Products	Downstream Line Rate(Mbps)		Upstream Line Rate (Mbps)		Downstream Range (Mbps)	Availability Date	FTTP Install Process	
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	
WBC ADSL 2+	Up to 15		--				13 to 17	Available
WBC ADSL2+ Annex M	Up to 15		Up to 1		13 to 17	Available	--	
ADSL Max	Up to 7		--		6 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	
WBC SOADSL 2+	Up to 15		--				13 to 17	--
SOADSL Max	Up to 7		--		13 to 17	--	--	
SOADSL Fixed Rate	Up to 2		--		6 to 8	--	--	
Observed Speeds	VDSL							



My next door has the following VDSL ranges, which are similar to every other house in the road.

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) 🌍	56.1	42.7	16.1	10.3	38.1	Available	Available	--
VDSL Range B (Impacted) 🌍	55	38.2	15.7	9.1	32.4	Available	Available	--
Featured Products	Downstream Line Rate(Mbps)		Upstream Line Rate (Mbps)		Downstream Range (Mbps)	Availability Date	FTTP Install Process	
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	
WBC ADSL 2+	Up to 9		--		7.5 to 11	Available	Yes	
WBC ADSL2+ Annex M	Up to 9		Up to 1		7.5 to 11	Available	Yes	
ADSL Max	Up to 5.5		--		4.5 to 8	Available	--	
WBC Fixed Rate	2		--		--	Available	Yes	
Fixed Rate	2		--		--	Available	--	
SOADSL Products	Downstream Line Rate (Mbps)		Upstream Line Rate (Mbps)		Downstream Range(Mbps)	WBC SOADSL Availability Date	Left in Jumper	
WBC SOADSL 2+	Up to 9		--		7.5 to 11	--	Yes	
SOADSL Max	Up to 5.5		--		7.5 to 11	--	--	
SOADSL Fixed Rate	Up to 2		--		4.5 to 8	--	Yes	
Observed Speeds	VDSL				ADSL			

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Any suggestions would be most welcome.

Featured Products	Downstream Line Rate(Mbps)		Upstream Line Rate (Mbps)		Downstream Handback Threshold(Mbps)	WBC FTTC Availability Date	WBC SOGEA Availability
	High	Low	High	Low			
VDSL Range A (Clean)	56.1	42.7	16.1	10.3	38.1	Available	Available
VDSL Range B (Impacted)	55	38.2	15.7	9.1	32.4	Available	Available
Featured Products	Downstream Line Rate(Mbps)		Upstream Line Rate (Mbps)		Downstream Range (Mbps)	Availability Date	
FTTP on Demand	330		50				
ADSL Products	Downstream Line Rate (Mbps)		Upstream Line Rate (Mbps)		Downstream Range(Mbps)	ADSL Availability Date	
WBC ADSL 2+	Up to 9		--				
WBC ADSL2+ Annex M	Up to 9		Up to 1		7.5 to 11	Available	
ADSL Max	Up to 5.5		--		4.5 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	
WBC SOADSL 2+	Up to 9		--				
SOADSL Max	Up to 5.5		--		7.5 to 11	--	
SOADSL Fixed Rate	Up to 2		--		4.5 to 8	--	
Observed Speeds	VDSL				ADSL		

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