I would be grateful if you would include in your deliberations on broadband connection speed the image below, taken on the 11th of December. Prior to this the connection speed was a dial up levels of ~50kbs until a call to BT had the desired effect and the speed improved. This improvement is likely to last a few weeks before tailing off again. It would appear that the bandwidth is being actively controlled based on some criteria or other.

As you can see I am unable to carry out internet activities that people living just 4 miles away enjoy and take for granted. My son’s education is hampered as he is regularly unable to carry out internet school activities.

I would be most grateful for information on

1. Current plans for upgrade to the Cults exchange to enable a quite reasonable speed of 6-8Mbps without having to call the provider to have bandwidth restored
2. Upgrade plans for Aberdeen in general
3. If anything can be done in the short term to improve matters in the local area