I have been researching broadband provision for some time now and write to express my utter frustration at the poor broadband service I and others in my area have to endure.

I live and work in Aberdeenshire, some 8 miles from Aberdeen city Centre and although not densely populated the area can in my opinion not be classed as rural.

The broadband speeds I experience at work (AB 12 5GB) are nothing short of disgraceful at some 0.7 MBPS. I find it particularly frustrating that BT in particular are advertising superfast broadband which I am advised is some 24 MBPS. I have lived and worked in the same area for some 20 years now and the development of internet communication seems to always be very late in arriving or in the case of a fibre network, possibly never. To further compound things, the availability of information relating to the upgrade of the fibre network by both BT wholesale and BT retail is very limited. The development and availability of broadband was very slow in reaching us, slow again in terms of the upgrade of the local exchange to ADSL+ and now that fibre to the premises and fibre to the cabinet is being rolled out, lo and behold the aforementioned organisations cannot even provide a reasonable estimate of when we may receive this service and indeed any confirmation if we will receive this at all.

I am an ordinary taxpaying individual and am really frustrated at this issue. I use broadband at work and at home for which I pay the same subscription as others receiving broadband speeds in excess of 20 times the speed that I typically get. Others in my immediate area are even worse off than myself and unable to receive any broadband service whatsoever and it really is time that something is done.

I often speak with others in the businesses in and around my area and the consensus of opinion is that this issue does indeed stifle the development of business. As an example video conferencing over the net is difficult if not impossible. Other web enabled services either work very slowly or not at all. I sometimes work at home and using a VPN connection (hindered by the slow network we have at work) is a fairly frustrating experience as the connection will very often time out whilst opening medium or large sized files.

I would be grateful if you could consider the content of my email and try to ensure this is passed directly to the relevant people for the appropriate action to be taken. I also confirm that I will be assisting in the campaign to extend awareness of this issue in our local area meantime.

I would be grateful if you could furnish me with an acknowledgement of receipt of this correspondence indeed advise if there is a more relevant forum that I may use to communicate this issue.