Thurlestone Parish is served by three of BT’s green cabinets, which are in turn connected to Sutton Cross exchange. They are numbered 4, 5, and 6.

Cabinet 4

The original cabinet is just opposite Rockhill, in the centre of Thurlestone village, and serves the upper half of Thurlestone Main Street, out to just beyond Whitley Cross, Bantham and Buckland. The new cabinet is just round the corner on Seaview Road.

Cabinet 5

The original cabinet is at the bottom of Post Office Lane (Court Park Lane), and serves the Mead Estate, and Court Park. The new cabinet is just by the entrance to Lamb’s Close.

Cabinet 6

The original cabinet is on the bend of the road to South Milton, by the Links apartments, and serves everything from there, including Yarmer, and the lower half of Thurlestone Village. The new cabinet is next to it.

BT have now upgraded each old cabinet, and installed the new ones, so that they can receive their Fibre to the Cabinet (FTTC) service, which is sometimes known as BT Infinity. This effectively removes all signal loss between the exchange and the cabinet, thereby allowing you to receive a far better Broadband service, which only has to travel the distance between the cabinet and your house down the old copper lines. The maximum speed currently available at the cabinet is 80Mbps, and the rule of thumb is that if you live within 1km of the cabinet, you should receive Broadband at speeds greater than 24Mbps, which is the definition of Superfast. Beyond that, the speed will decrease even further, proportionate to the distance, but should still be far better than anything you have been able to access up to now. As always, with BT, the end result does depend on the quality of your individual copper line.

There is one caveat, namely that there is a remote possibility that your line is connected directly to the exchange, and does not connect to a cabinet, in which case you will not be able to access the new service. The way to find out whether you are connected to a cabinet, and if so, which one, is to go to <https://www.dslchecker.bt.com/> . This site will also give you an indication of the speed that you can expect. You can only use this site if you currently pay your line rental to BT, rather than another supplier. If you don’t pay your rental to BT, then contact your Internet Service Provider (ISP).

In simple terms, the original copper lines remain in place between your house, and the exchange, and your telephone calls will continue to use them. If you choose not to upgrade to FTTC, then your Broadband will continue down the old copper lines as well, and you will see no difference in your Broadband service.

If you decide that you want to upgrade, then you need to contact your ISP, and find out what sort of a deal they are prepared to offer you. This will vary from one ISP to another, and will also be influenced by whether you have, or want to keep, your Telephone provider separate from your Internet provider, or are prepared to combine them. Some ISPs will charge you a £30-50 connection fee for the upgrade, and some won’t. You will probably need a new router, and again, some will supply it free, and some won’t. Some will supply it free, and charge postage. It’s worth doing a bit of research first on a website such as [www.uswitch.com](http://www.uswitch.com) . Don’t forget that no initial offer from an ISP is set in stone, and by quoting the appalling service we have received this year, and any other issues you can think of, it is quite possible to get them to waive the connection charge, or improve other parts of the offer.

One important factor to take into account is whether you are on a fixed term contract with your existing ISP, and when it is due to expire. However, waiting too long to upgrade isn’t necessarily a good idea, as cabinets can run out of capacity, and new users then have to wait until BT add some more.

Most providers seem to be offering two packages – one giving up to 40Mbps download, and 1.9Mbps upload, and one giving up to 78Mbps download, and 20Mbps upload (depending on your distance from the cabinet etc.) In general, 40Mbps download will be more than enough for most people (e.g. 25Mbps is considered sufficient to watch High Definition films from Netflix), but the upload speed of only 1.9Mbps could be a serious limitation if you want to store files on the internet, use online gaming, or even Skype – it won’t have to drop much below its maximum before Skype calls could be affected.