

Service with a Smile!

We all know selling/buying and moving house is one of life's most stressful activities; our internet service provider added to our experience recently when we were told, just as the last items were being brought into the new house, that they couldn't maintain their landline phone, TV or Internet service in Wray. It would have been helpful to have been told this a week earlier, when we gave them advance notice, but there you go....

...so we found ourselves, on our move in day, with no landline or hard wired Internet connection and a poor signal for our smart phones. What joy! How would we manage to let all our service providers and other companies know that we'd moved house and our old email address - for most the primary means of communication - was no longer valid?

Fortunately for us, Wray has a great community spirit and is part of the B4RN network. Staff and customers in the local pub told us about B4RN and who to contact for further information. We rang B4RN the next morning and by lunchtime wheels were in motion. John, a local volunteer, called round; he showed us where our network "tail" was sited and offered to help. He also gave us some suggestions on where to site the router in the house. B4RN called round with the initial kit and offered to organise an early connection so we could get back online as soon as possible.

Down to us now, to lay the duct across our garden and make the initial external and internal connections. No problem here we thought, being quite handy, how difficult could it be? Ah, not quite as simple as we thought!

The first job was to get the cable duct onto our property from the field behind our house; this involved drilling through the garden wall. Drilling through a modern house wall is not too challenging, getting through an old dry stone wall is another matter. After many attempts to find a narrow section we had to concede that our 60 cm long drill bit just wasn't long enough to get all the way through. Now what do we do? Simple, contact the local B4RN volunteer team! They put us in touch with Keith, another volunteer, who called round about 10 minutes later with a 1 metre long drill bit - just what we needed!



20 minutes later we were through and ready for the next step - digging an 18 metre trench across the lawn (spade depth we were advised, in case we decided later to turn part of it into a flower bed) to lay the duct in. Right, out with our spade, this should be straightforward. It was for most of the length - until Ruth managed to break the spade! Unfortunately we only had one, so time to look for help again. This time our new neighbours came to the rescue and loaned us two spades, so the trench was completed, duct run and turf re-laid in no time.

Down now to the final tasks - time to call in the experts! The next day Paul from B4RN turned up with the rest of the kit and parts to make the connections. This was more involved than I'd anticipated, but they had it all done and the system operational in a couple of hours.



Now we could now contact companies, family and friends through the Internet – and at an amazing speed! Our speed test showed a download speed of 914.65 Mb/s and an upload one of 591.20 Mb/s. No complaints here....

Thank you B4RN team and local volunteers, not forgetting all those that laid the duct up to the edge of our property, for getting us back on line. We will in time repay your support and involvement, always given with a smile, by helping others get connected.

John & Ruth Gordon