

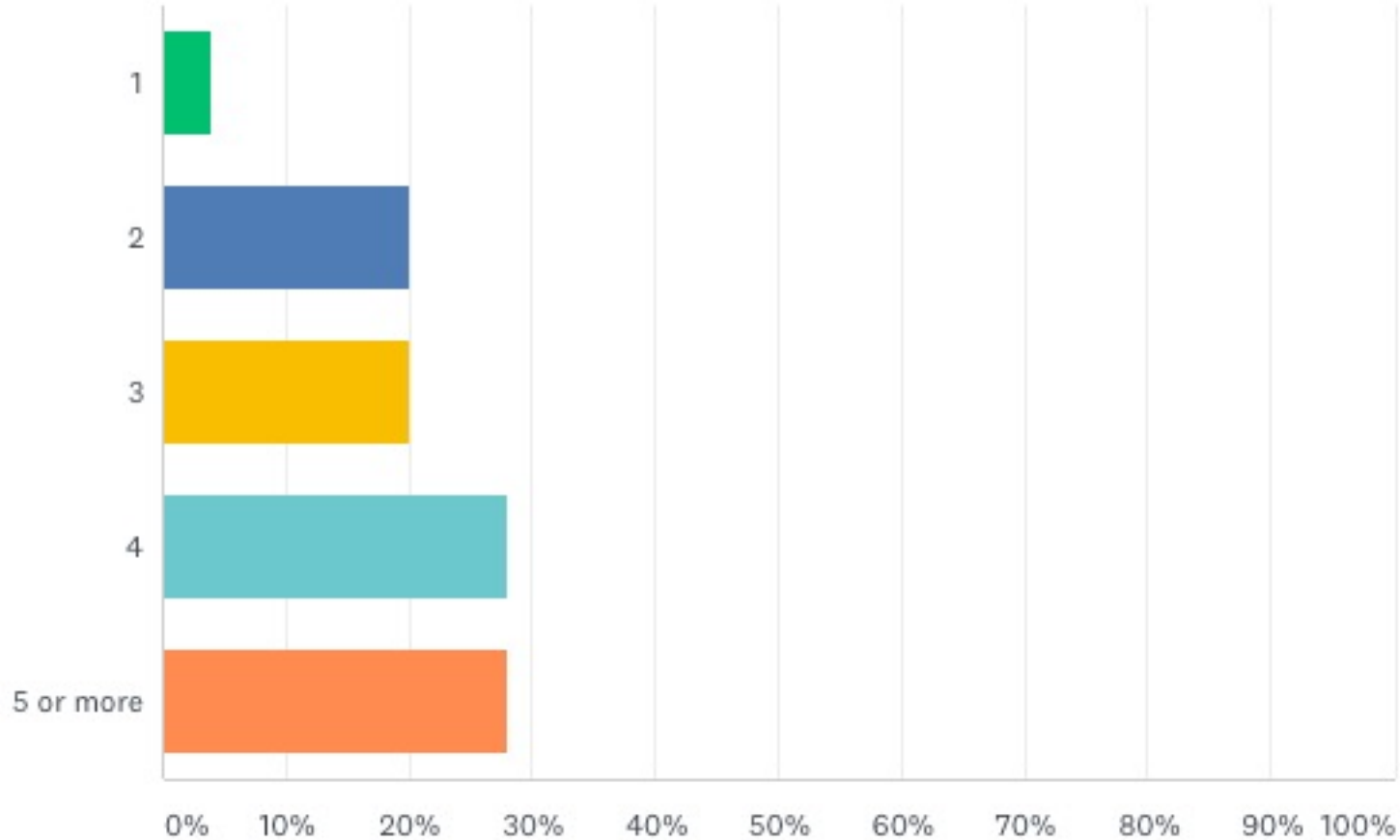


Broughton Parish Council  
Rural Broadband Feedback  
11<sup>th</sup> May 2021

Q1

# How many people live in your household?

Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES
1	4.00% 1
2	20.00% 5
3	20.00% 5
4	28.00% 7
5 or more	28.00% 7
<b>TOTAL</b>	<b>25</b>

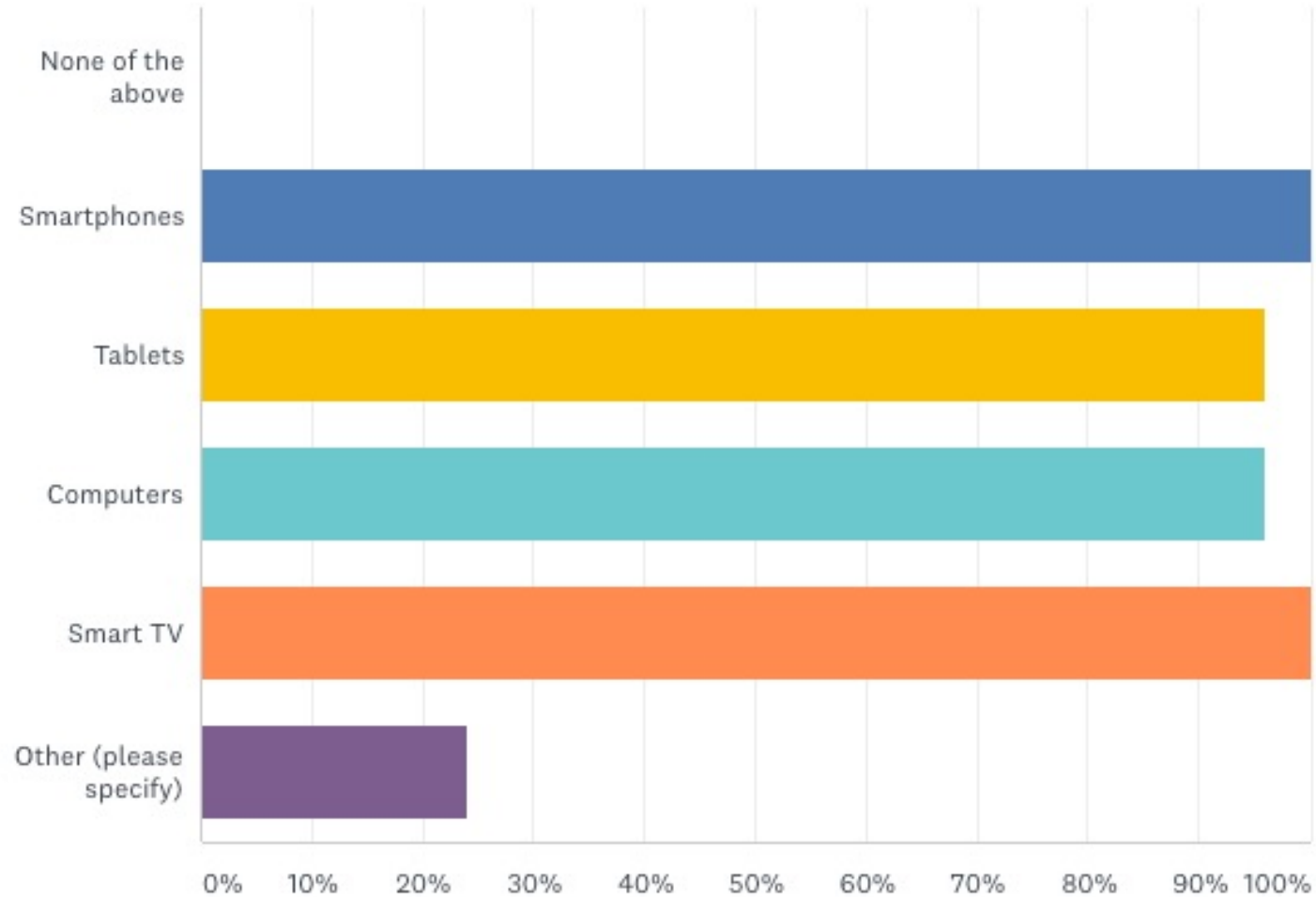
Q2

# What types of devices and services do you use?

Answered: 25 Skipped: 0

ANSWER CHOICES	RESPONSES	
None of the above	0.00%	0
Smartphones	100.00%	25
Tablets	96.00%	24
Computers	96.00%	24
Smart TV	100.00%	25
Other (please specify)	24.00%	6

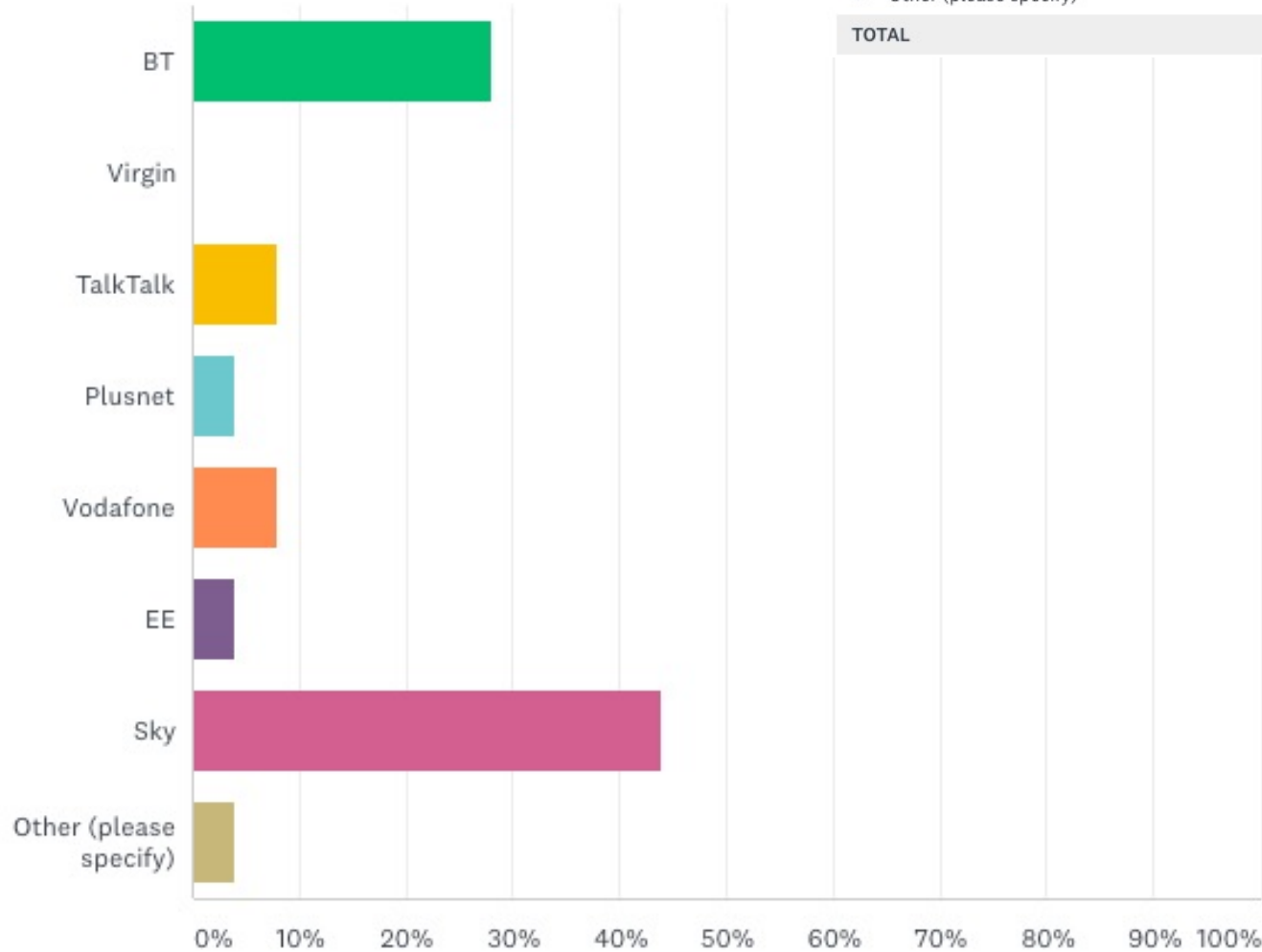
- Games Consoles
- Alexa
- CCTV



Q3

# Who is your broadband provider?

Answered: 25 Skipped: 0



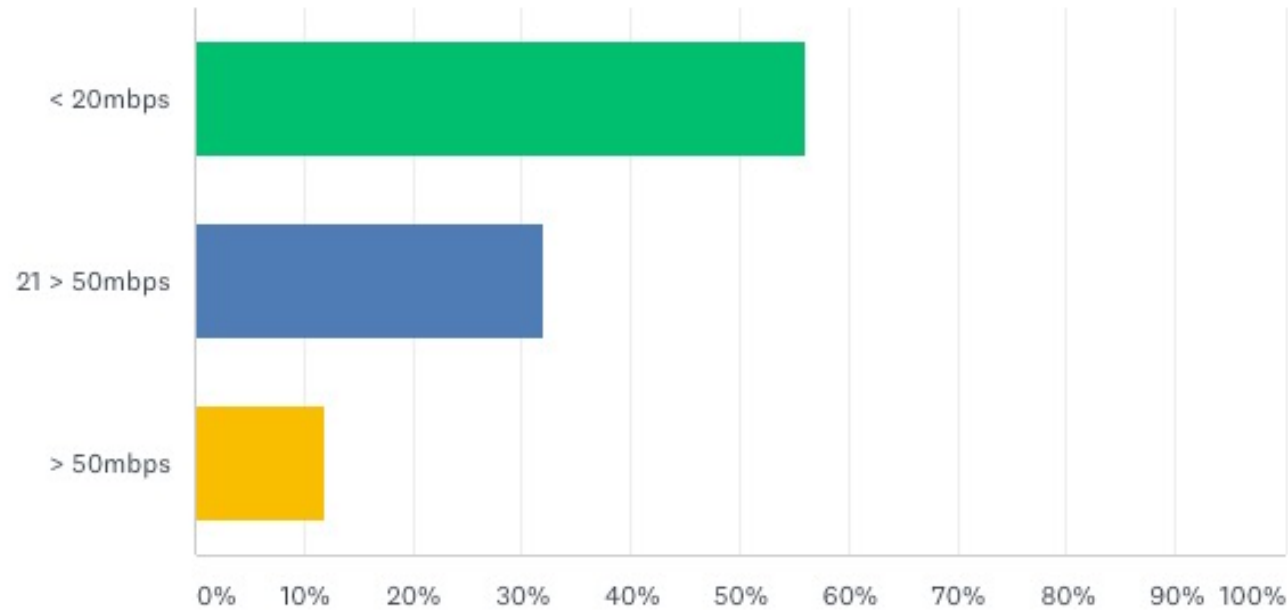
ANSWER CHOICES	RESPONSES
BT	28.00% 7
Virgin	0.00% 0
TalkTalk	8.00% 2
Plusnet	4.00% 1
Vodafone	8.00% 2
EE	4.00% 1
Sky	44.00% 11
Other (please specify)	4.00% 1
<b>TOTAL</b>	<b>25</b>

• Unicom



## What is your average download speed?

Answered: 25 Skipped: 0



### ANSWER CHOICES ▾

### RESPONSES ▾

▾ < 20mbps	56.00%	14
▾ 21 > 50mbps	32.00%	8
▾ > 50mbps	12.00%	3

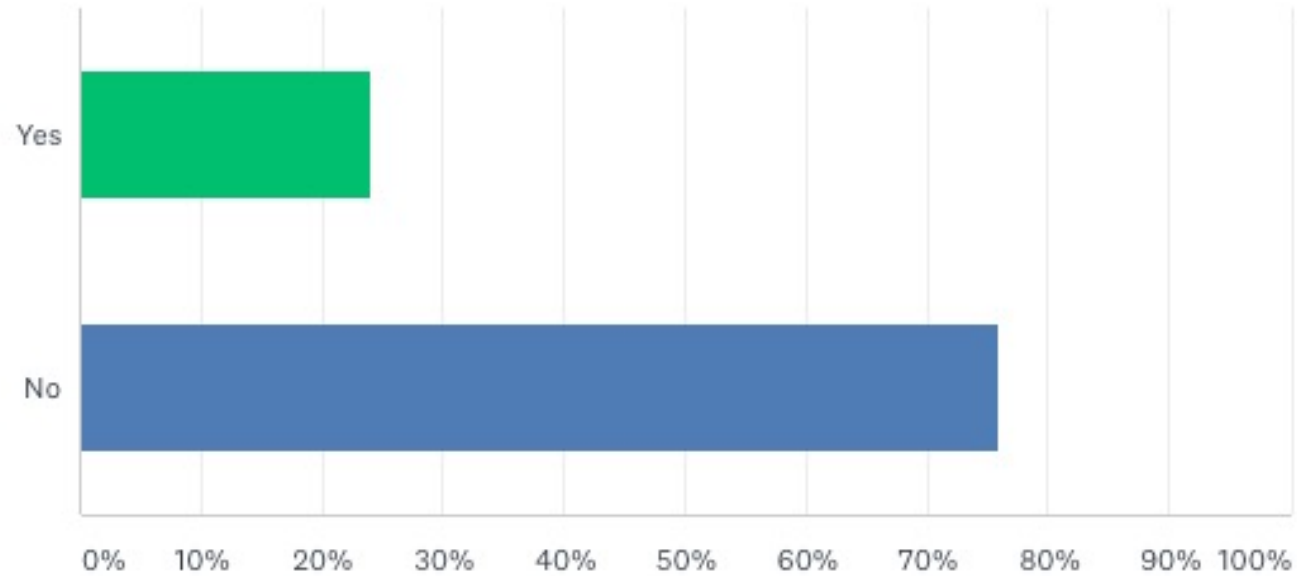
**TOTAL**

**25**

Q5

# Are you happy with your broadband speed?

Answered: 25 Skipped: 0



- Broadband speed is very inconsistent. Varies from day to day, not just at busy times of day.
- No we need fibre to come down the farm lane
- My upload speed causes me more issues.
- It's not consistent and when working from home it is very hard to deal with at times.
- Average 6gb speed and even slower if it's raining
- My maximum speed is 4 mbps often below 1 mbps
- Isn't always consistent, varies dramatically and regularly is not as per we were sold and signed up for
- The Internet is awful. It constantly drops out. And certain times off day it's just useless or if its wet outside
- The speed is erratic

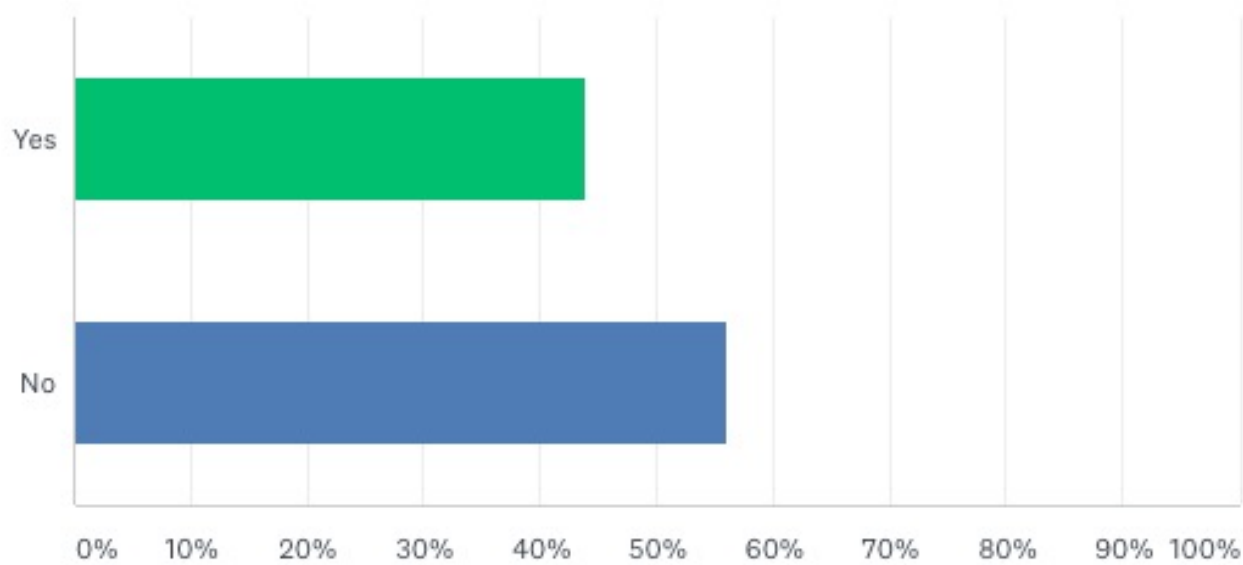
ANSWER CHOICES	RESPONSES
▼ Yes	24.00% 6
▼ No	76.00% 19
<b>TOTAL</b>	<b>25</b>

Q6

# Is your broadband service reliable?

Answered: 25 Skipped: 0

- Often during phone calls there's lots of broken speech being heard by the receiver of the call.
- It is on but it's just slow.
- For some reason our broadband is intermittent and our smart TVs lose connection constantly.
- As no.5 weather dependant
- Cuts out
- But it has been glitching over the past few weeks. I had to go into the office one day as I had no broadband at all. A fault on the line outside the house apparently



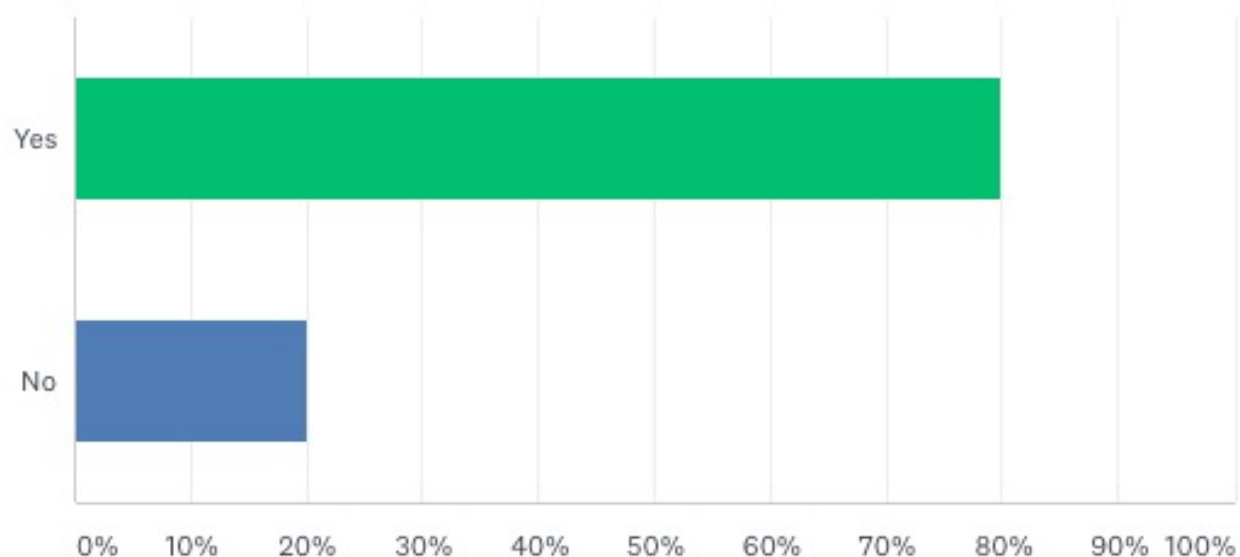
ANSWER CHOICES	RESPONSES
▼ Yes	44.00% 11
▼ No	56.00% 14
<b>TOTAL</b>	<b>25</b>

[Comments \(6\)](#)

Q7

# Has the COVID-19 pandemic affected your needs for broadband/digital connectivity?

Answered: 25 Skipped: 0



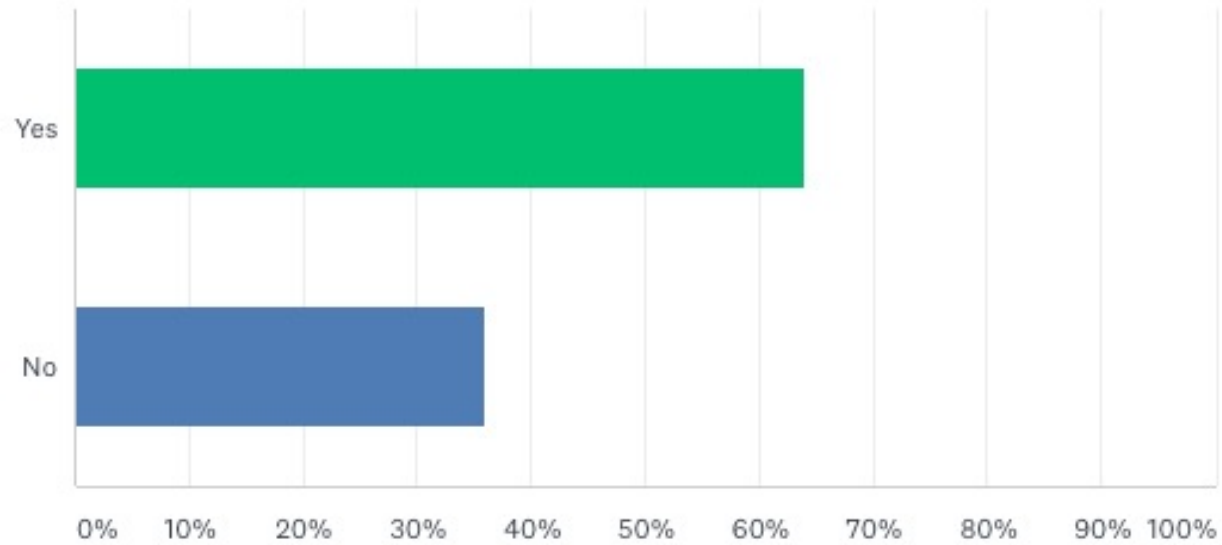
ANSWER CHOICES	RESPONSES
Yes	80.00% 20
No	20.00% 5
<b>TOTAL</b>	<b>25</b>



Q8

## Have children in your household made use of online learning?

Answered: 25 Skipped: 0



ANSWER CHOICES



RESPONSES



▼ Yes

64.00%

16

▼ No

36.00%

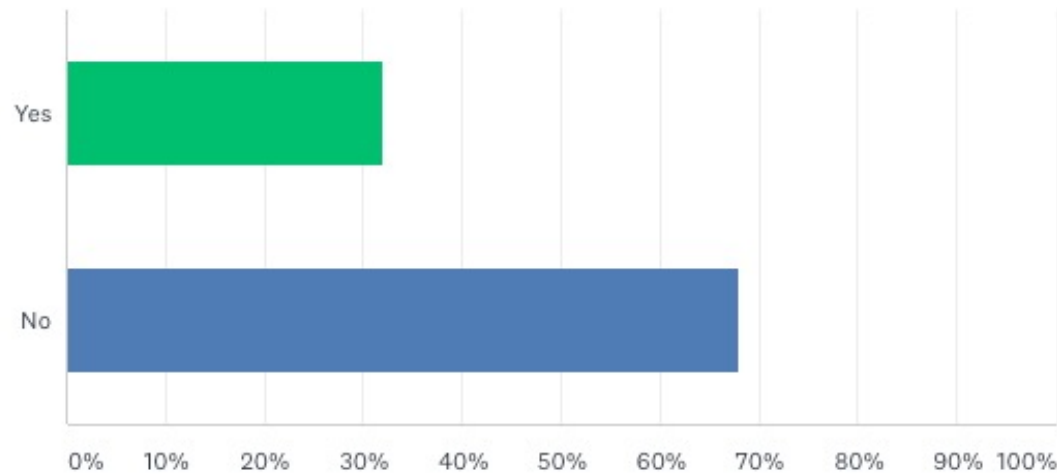
9

TOTAL

25

Have you changed your package, supplier, or technology to improve your broadband experience? If you are unhappy with your broadband service, have you looked into alternatives such as Fixed Wireless and Satelite?

Answered: 25 Skipped: 0



- Changed to sky but told that we don't have fibre broadband in Broughton therefore we wouldn't get the full speed as advertised.
- Not changed provider but hard wired most rooms in house. Can't see how changing provider will help only 100m from box but guessing local copper cables into property are in broken ducts and near 40 years old. Service seems worse after heavy rain my guess is ducts are full of water which may not be a problem for cables but again my guess is this creates problem with connection.
- I enquired but no other company could make it any better. I have enquired with BARN but it has not yet come this way. Inglewhite is the nearest for that at the moment. Worth a look the people help with fundraising and the digging.
- Not looked into fixed wired
- Currently in contract till 2022 but something needs to change the speed, if I change supplier it won't improve my speed
- All seem to only guarantee speeds of 2.8 mbps
- Upgraded to fibre.
- Yes I change ever time my contract up hoping the next provider it might be better but no its not

#### ANSWER CHOICES

▼ Yes

▼ No

TOTAL

#### RESPONSES

32.00%

68.00%

8

17

25

[Comments \(8\)](#)

# Conclusion

- 25 responses were received to the survey – of those responses:
- Over 50% of homes have 4 or more residents.
- Most households are using a wide variety of devices including computers, handhelds and smart devices such as TV's.
- Sky provides broadband to nearly half the homes, BT nearly a third.
- Over of the homes half get less than 20mbps download speed. Only 12% get over 50mbps.
- Three quarters of households are unhappy with their speeds.
- Over half of the households consider their service to be unreliable.
- The Covid 19 pandemic has definitely increased the need and reliance upon broadband.
- 64% of households are using broadband for online learning.
- A third of the households have tried switching providers/technology to improve their service, mostly without success.
- Overall conclusion: Broughton has very mixed speeds with some villagers getting 70mbps reliable service and other getting only a few mbps and its unreliable.

End