



Connecting Shropshire programme update, April 2020

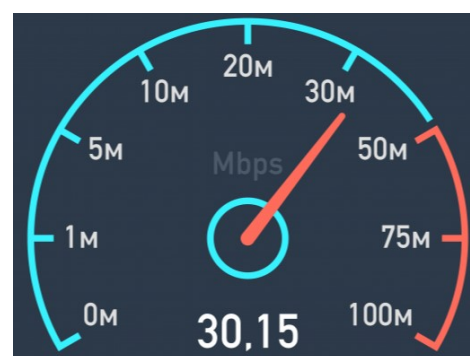
Over the past weeks, many people have converted to working from home. A large part of having a positive home working experience is whether you have an adequate broadband connection.

In 2013, only 24% of premises in the Shropshire Council area had access to superfast broadband defined as a minimum download speed of 30 Megabits per second (mbps). As of April 2020, over 93% can now access superfast broadband connection. Whilst this is very positive, we have more work to do and remain focused on giving all premises in the Council area access to a superfast broadband connection.

What broadband speed do I need?

The headline speeds quoted in your broadband contract are download speeds, although when working from home, good upload speeds are equally as important.

Ofcom's Boost Your Broadband campaign (<https://www.boostyourbroadband.com/>) divides domestic broadband users into three groups:



- **The basic browsers** - download speeds up to 30mbps (standard broadband)
“I don't use the internet much, so all I want is a reliable service at a good price.”
- **The super streamers** - download speeds from 30-100mbps (superfast broadband)
“I get frustrated when my TV streaming service buffers or the connection drops off.”
- **The data-hungry household** - download speeds >100mbps (ultrafast broadband)
“Our broadband needs to cope with a lot of us being online at the same time - making sure we don't lose the connection.”

What speed should I be getting from my broadband provider?

The broadband speed available to your property will depend on the type of infrastructure that your broadband connection uses, which Internet Service Provider (ISP) you have signed up with, the package you have and also the terms & conditions you have in your contract. Steps you can take to increase your broadband speed (bandwidth) in your home include:

- ✓ Check your ISP is providing you with the speeds quoted in your contract
- ✓ Check whether you can upgrade your contract with your ISP
- ✓ Check what other ISPs could offer you
- ✓ Upgrade the package you have with your ISP to get more speed
- ✓ If you are using WiFi move your laptop closer to your router
- ✓ Connect your laptop using a WiFi extender if you are working a distance away from router
- ✓ Make sure your router is plugged into the primary phone socket
- ✓ Connect your laptop to the WiFi router with a cable
- ✓ Dedicate a channel on your router for work purposes
- ✓ Reduce the number of users/devices using the WiFi while you're working
- ✓ Move your router away from sources of wireless channel interference (TV, microwave, baby monitor, etc)
- ✓ Contact Connecting Shropshire on connecting.shropshire@shropshire.gov.uk

Ofcom's Broadband Universal Service Obligation (USO) launched:



In March 2020, Ofcom's Broadband Universal Service Obligation (USO) came into operation. This provides people with the legal right to request a decent broadband service, defined in law as an affordable service with a download speed of at least 10mbps and an upload speed of at least 1mbps. Ofcom currently define 'affordable' as a service costing no more than £46.10 per month.

Ofcom have appointed BT as the Universal Service Provider for most of the UK, including Shropshire.

To use the broadband USO, please contact BT directly at www.bt.com/uso or call: 0800 783 0223

Please note that Shropshire Council has no influence on the USO and does not administer the process.

Any questions?

If you have any broadband-related queries, please contact Connecting Shropshire with your question as well as providing your address and landline number (if you have one).