

Question 54 Free form responses

Comments on internet and phone communications

96 respondees (22.8%) made a comment on this question.

1. If you allow building to the west of Houghton it will DEFINITELY reduce broadband speeds for ALL of us!
2. Unable to c
3. comment - no mobile and no internet.
4. Spotty mobile phone coverage through Vodafone and internet at home.
5. I have a 4G phone but rarely receive better than 2G signal. Frequently no signal at all, especially in wet / windy weather.
6. There seems to be dead spots in several areas
7. Good internet coverage a necessity nowadays
8. Generally good
9. Despite paying for Super fast broadband, the speed is well below what is advertised and service is not reliable. Router has to regularly be reset .
9. cont. and service appears to get worse, slow, disappear when weather is particularly cold or wet. Mobile coverage is almost non-existent most days.
10. Cannot get super fast broadband not enough lines in Weir Lane
11. Internet is still very poor in Houghton, particularly during peak times.
12. Broadband service need improving at existing phone lines from main boxes degenerate and volume increased ideally fibre connection to each dwelling.
13. Need to install new wires from the telephone box to each home as broadband is still slow.
14. None.
15. Super fast broadband needs to be expanded throughout the village.
16. Limited choice of providers e.g. no fibre though the village.
17. Wish the broadband was quicker.
18. Faster internet access at far end of village 9 slow speeds due to distance from cabinets on A47). Also more resilience needed in wet weather.
19. Speed of internet is poor.
20. Looking to the future it is clear that fast and reliable internet and phone communication will be essential for rural locations to thrive.
21. Mobile phone coverage inadequate
22. Talk Talk say cannot provide super-fast broadband here
23. We use basic broadband and there are frequent drop outs not only at peak times. Speed is exceedingly poor e.g. downloading a TV programme took 36 ho
24. It's much better now u
25. Internet is better than the city!
26. For a village good internet Mobile phone poor
27. None
28. Speeds could do with improvement
29. Very slow broadband speed (Not fibre)

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30. Greater consistency in high speed broadband needed
31. Internet terrible. 1 gig. so I have now signed up for superfast broadband will be connected 1st October. I don't understand Q51.
- 31.cont. . Question assumes I have knowledge of availability. Is there a problem with it?!
32. Internet and phone signals are very poor in Houghton. Maybe bringing cable to the village would help
33. Broadband and land line need to be more reliable.
34. broadband speeds need to improve
35. There should be a consistent and reliable internet service of at least 2Mbps.
36. it's very, very slow.
37. Internet very unreliable. land line phone very noisy line.
38. we have continual problems with internet connection but that might be due to our internet provider. Internet drops out regularly.
39. Satisfactory
40. If new properties are built greater capacity must be part of the development for faster broadband.
41. Better reception is required as often the signal fails or is inconsistent resulting in poor service especially in the area around the Black Horse pub.
42. satisfactory
43. No problems
44. I have fibre broadband which gives me a speed up to approx. 30mb/sec. this is variable and in my case is due to external issues. Other users
- 44.cont. weather etc. Since having fibre for the past year I get a speed which is OK for me - I don't download music/films etc.
45. Internal superfast is definitely not superfast.
46. I use my landline as standard and only use my mobile for emergencies although I always carry it. This is probably an age thing.
47. Sky internet provides max 3-5mb/s. Better provision should be available.
48. Broadband unreliable due to old wires.
49. Unless you have superfast the ordinary broadband is very slow.
50. Other people tell me internet can be slow through land line and patchy with some mobile providers.
51. Unable to obtain superfast broadband Main St / St Catharine's Way junction.
52. We have fibre optic but its only average compared to other areas. Without fibre its less than satisfactory so feel forced to pay extra
- 52.cont. just to get broadband that works / reliable.
53. Inadequate - further investment needed to improve internet and mobile phone connectivity.
54. 02 poor signal
55. The Broadband speed is intermittent
56. Improve broadband speeds to all households

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57. Ordinary reception on Internet can be slow
58. Maximum of 2GB available. Not enough to download though
59. Usually OK
60. Needs super fast broadband
61. Poor mobile phone signal. Recently changed to BT fast broadband, speed is frequently inadequate
62. Sometimes have problems texting Internet very slow
63. Provision needs to be kept under service, use of internet will only increase
64. More signal, faster internet
65. Faster broadband for all please!
66. Nightmare to download films, etc picture breaks up
67. Better reception and broadband needed
68. Recently fitted with fibre broadband still have speed problems - maybe teething problems
69. No comments
70. The advent of super fast broadband has been an improvement, but it doesn't always live up to the hype!
71. We were promised faster broadband over 2 years ago
72. Mobile phone signals are not always good depends on location
73. use broadband but do not pay for superfast
74. Signage for public
75. Internet needs to be faster and more available
76. Needs improving
77. Well done with faster broadband
78. Internet vastly improved in recent years. Adequate for my activities as a voluntary and charity trustee (occasional consultancy work) but
- 78._{cont.} might be difficult to sustain a full time business depending on the nature of the business. Mobile phone coverage could be improved.
79. Provision needs advancing
80. Need more superfast broadband baskets We can have a choice of provider and access the deals
81. Mobile reception can be patchy No 3G signal frequently on Uppingham road
82. Current low speed internet is ok and reliable (BT)
83. We keep asking for Broadband and are told it is unavailable. Would really like it to enable working from home.
- 83._{cont.} We use a dongle which is temperamental at best
84. Why is it that BT has only provided super-fast Broadband to part of the village?

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85. Coverage inadequate
86. The whole of St Catherine's Way needs digging up and replacing with BT cables. We urge you speak to BT. their engineers are constantly in the village
87. Difficulty in accessing providers when there are any problems.
88. Speed for broadband could be faster
89. Relative in rural Cornwall has fibre cable to the house and internet is now very fast and reliable. Is this an option in Houghton? If not, why not?
90. Would love cable feeds for internet & tv
91. One signal for mobile phones is so variable and not always available throughout the village
92. Need superfast with sky
93. The super fast broadband is at a decent cost for what is not particularly Super or Fast. Especially on a wet weekend afternoon when the whole
93. cont. village is surfing. Superfast Broadband while not unavailable can be very slow weekly, sometimes daily
94. At peak times the broadband bandwidth is severely reduced.
95. There is need for more Superfast Broadband
96. Do not have super fast broadband, signals are terrible, have the worst internet connection as Billesdon exchange is too far
97. A fast speed broadband would help us work at home more if it was a full speed