

Some feedback from a meeting with Antoinette Sandbach, MP (Feb 2017)

Antoinette stated that people should contact the mobile 'phone company immediately if they purchase a telephone and find that it doesn't work at their address. They should be able to return it and get a refund.

She said that people could operate their mobile 'phones over their broadband link via VOIP (see <https://www.broadbandchoices.co.uk/guides/internet/internet-phone-voip-offers>) with services such as Skype, Whatsapp, FaceTime. In addition there are certain hardware solutions which can enhance mobile reception in the home, such as 'Femtocell', see www.cuddingtonandsandwayonline.org/Newsroom/Mobile_Networks_-_What_They_Are_How_They_Work_22-08-13.pdf for a clearer explanation.

She provided a link to information that she has pulled together:

<https://www.antoinettesandbach.org.uk/news/local-mp-encourages-constituents-join-crowd-sourced-project-better-mobile-signal>

She also encouraged the use of the Ofcom app for android mobile phones

<https://www.ofcom.org.uk/phones-telecoms-and-internet/coverage/ofcom-mobile-research-app> .

Note: Ofcom's availability checker can be found at <https://checker.ofcom.org.uk/> . It enables people to input their postcode and address then provides a table of network providers stating whether they can provide voice and/or data at that address both indoor and outdoor. Maps are also available.

Antoinette also pointed out that there is a survey available from her campaigns page

<https://www.antoinettesandbach.org.uk/campaigns/better-broadband-and-mobile-coverage> .

Broadband coverage:

Some of the sites marked as unable to get fast broadband on the Ofcom map look suspect so the best way to find out about the broadband coverage is to input your telephone number into OpenReach's web page and check there <https://www.homeandwork.openreach.co.uk/fibre-broadband/superfast-fibre.aspx> . For locations that still cannot get broadband and are not likely to get it soon see <https://www.homeandwork.openreach.co.uk/when-can-i-get-fibre.aspx> . Antoinette suggested a community approach presumably as described in

<https://www.homeandwork.openreach.co.uk/fibre-broadband/community-fibre-partnerships.aspx> .

She also suggested that people could ask for fibre to the home, which she claimed would add £10,000 to the value of their house. There appears to be a price list at

<https://www.openreach.co.uk/orpg/home/products/pricing/loadProductPriceDetails.do?data=0WylM7tTGGgucFf0dXUIWK4XSAPlAmgrRZNg5Pk%2B5%2F%2BkRgB7BL4KNYn%2FIKx2YB4Qe6YShZ82RgL0%0AGLsH2e9%2Bmw%3D%3D>

I hope this helps.

Russell Smith