

## **Please see below information provided by Clapton-in-Gordano, Parish Council this will be updated as things change**

### **DO YOU SUFFER FROM SLOW OR NO BROADBAND?**

*If you need a better broadband connection at home or business here are some options to consider*

#### **1. Connecting Devon & Somerset**

*The Government is funding the roll-out of better connectivity, especially in rural areas*

Connecting Devon & Somerset (CDS) is a publicly-subsidised rural broadband programme that covers **North Somerset** as well as Devon & Somerset County Council areas and Bath & North East Somerset.

CDS plans to improve coverage covers Clapton-in-Gordano. CDS will update their site with further information once detailed planning and surveying is complete for each of their contracted areas.

You can use the CDS [Coverage Checker](#) to confirm your post code is covered and check here for [future updates](#).

#### **2. The Broadband Universal Service**

*Every home and business in the UK has the legal right to request a decent, affordable broadband connection*

If you can't get a 'decent connection' (i.e. a download speed of at least 10 Mbps and an upload speed of at least 1 Mbps) you can request an upgraded connection.

You can make this request to BT (call 0800 783 0223). You do not need to be an existing customer of BT to apply. BT will check if you are eligible for an upgrade.

Your home or business will be eligible if:

- Has no access to existing decent broadband
- Not covered by a public broadband scheme offered by the UK governments in the next 12 months.

If you currently only have access to a decent service that is priced over £54 per month, you also have the right to request a universal service connection.

If you're not eligible, BT will tell you what your options are. You can find more information from [Ofcom](#), the UK communications regulator.

#### **3. Gigabit Vouchers**

*You might be eligible for the national UK Gigabit voucher scheme*

The Government is funding vouchers to help people with slow broadband speeds in rural areas. The voucher helps provide funding towards installation costs. Check if your home or business is eligible for a voucher using the [Gigabit Vouchers Postcode Checker](#).

#### **4. Mobile Broadband**

*Use the same connection as your smartphone to get online*

Mobile connectivity isn't just for phones. Mobile broadband solution also uses 4G/5G mobile data to connect your home to the internet in the same way your smart phone does.

Agreed at the Parish Council meeting held 25<sup>th</sup> January 2024

If you have good indoor mobile coverage then mobile broadband could be an option. You can do a speed test to check using Ofcom's [Mobile Coverage Speed Checker](#)

This [article by Which?](#) has more information.

## **5. Satellite Broadband**

*Get a connection beamed from space*

Satellite broadband is an alternative way of getting connected. Similar to satellite TV, satellite broadband is transmitted using a wireless connection via a satellite dish on your property.

This [Satellite Broadband Guide](#) has more info.