

Question 10

Do you have any mobile phone/broadband difficulties at home?

1. Mobile signal poor 26
2. Slow broadband 18
3. Poor signal which is a problem in business.
4. No 5G masts
5. Poor mobile reception
6. One part of the house may have better reception than another part
7. Mobile signal very poor, very often. No signal at all and can only get reception in a couple of spots (outside).
8. Mobile reception dead areas. Slow broadband
9. No mobile signal
10. Poor signal
11. Speed
12. Both mobile and broadband. But I'd point blank refuse 5G network or masts. I can live with it as is. Could be improved tho
13. We have installed a mobile phone booster in our house. Mobile reception in the area is poor.
14. Patchy mobile signal. Broadband very slow especially on Wednesday.
15. Slow connection
16. Very poor reception. Have to go outside to get any reception.
17. Poor mobile phone reception. Often no mobile reception. Broadband speeds seem to be improving.
18. Not a good signal
19. Mobile phone signal not always good. Broadband speed slow. Fine to green box near post box - fibre optic cables – then go to copper wires via telephone lines.
20. I am told speed is slow because of distance from the exchange?
21. Bad reception on O2 Network
22. Impossible to get mobile signal in the house – have tried all networks. Broadband speed remains par despite paying for fibre broadband
23. Both are poor
24. Internet speed in SA has increased to 10-12 Mbps but only after a 'friendly' openreach engineer laid a 'shortcut'. Still well below SSG speeds. Mobile signal non-existent.
25. Poor reception on EE with calls breaking up or cutting off
26. Poor reception
27. Mobile phone signal non-existent unless upstairs
28. Poor cellnet signal
29. Not great service for mobile phone and internet slow
30. Very limited mobile phone signal in SSG. I have been told that poor mobile signal may inhibit the effectiveness of smart metres.

31. Mobile phone signal is non-existent. We rely on our broadband to use our phones and broadband can be unreliable.

32. Mobile phone network coverage depends upon your provider. It is not consistent across all networks

33. We have very poor mobile phone reception

34. Reception in the house is not good. Need to go outside.

35. Mobile phone signal not great. Can cut out during a call.

Broadband internet – have used two different networks that are meant to be the best here. We pay for the top range and still slow. Buffering and loss of signal. Internet is a real issue for us living here and is very much needed. A priority for the household. Recent internet company a big disappointment.