



# Sampford Courtenay's Internet and Telephone Services Survey Summary

Sampford Courtenay Parish Council has made the provision of good effective telephone and internet services a priority. Never more than during the last 11 months has the ability to communicate by telephone and over the internet rather than face to face been so important.

For us to understand how well supported Parishioners are through their landline and mobile phone coverage, as well as Internet services through either broadband or 3/4G this questionnaire was conducted during November/December 2020. A hard copy of the questionnaire was printed and delivered to every household in the Parish. The survey's aims were advertised through both conventional and online forums and the deadline for completion extended due to the second local Covid restrictions.

Here is a summary of the observations from analysis of the results.

55 responses were received from households across the Parish.

49% were completed through the printed questionnaire

51% were completed on-line



## About respondents property

78% were Residential Only

22% were Residential and Business

0% were Business Only

## Respondents Landline telephone

89% had a landline fitted

11% did not have use of a landline

Of those with a landline fitted 69% received this service through BT/Openreach

6% used voice over internet providers (VOIP) for calls from their homes

On the scale of 1-10 (1 being not satisfied)

57% rated their satisfaction < 5

43% rated their satisfaction > 5

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## **Respondents Mobile Phone service**

100% of respondents have a mobile phone service

46.5% rated their satisfaction < 5

53.5% rated their satisfaction > 5

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## **Internet services at respondents properties?**

96% of respondents have an internet service to their properties

87% of respondents have broadband

13% have 3/4G

68% rated their satisfaction < 5 with 36% rating their satisfaction as 1

32% rated their satisfaction > 5 with just 8% rating their satisfaction as 10

While 4 respondents were able to receive over 30mbps when downloading the remainder only achieved an average of 2.7mbps and 67% received less than this the lowest being 0.5mbps

While the average upload speeds recorded were a maximum of 2mbps

83% of respondents indicated that the speed of their internet limited their activities at home.

This very poor service delivery to a very high % of respondents impacts on their ability to conduct On-line banking, watch and stream films, lack of access to Cloud services, lack of ability to join online meetings or keep in touch with family via Facetime etc

67% stated that the poor internet service affected their life style

This included a lack of being able to keep in touch, inability to conduct virtual meetings, unable to shop or bank on line, causes anxiety and stress, paying for services that are not delivered ie online films/TV, impacts on services delivered to customers as part of a business

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## **Use of your Landline?**

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74% of respondents stated that their Land line was essential

The reasons listed included to cover poor or no mobile signal, supports house and medical alarms, most effective (only) means communicating with family

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## **Working from home?**

40% of respondents work from home

43.5% of respondents stated that the level of internet service limited their ability to work from home?

42.5% of respondents stated that an improved internet service would enable them to work from home more

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## **Running a business?**

23% of respondents run a business from home

Of these 50% indicated that the current level of internet service affected their business through lack of ability promote themselves on-line effectively, inability to offer guests essential services, impacts on productivity of the business compared to area's with superfast and consistent broadband internet services.

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## **Rural businesses in the Parish?**

12% of respondents own or occupy business premises in the Parish

Of those respondents 28% indicated that the current level of internet service affected their business

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We would like to thank you for taking the time to tell us of the issues that you face.

This is just a summary which confirms what was already suspected but the collation of hard data allows us to now collectively demonstrate the very poor service that the Parish receives in comparison to our local neighbours and against the national standards.

Thank you

