

# Questions

## What speed do I get?

To find out visit [www.broadband.co.uk](http://www.broadband.co.uk) This site is approved by Ofcom, the Government telecoms regulator. From the computer at your location use the 'speed test' page on the website to find out what speed you are actually receiving.

## I'm not getting the speed I expect

Advertised speeds for broadband packages are actually the maximum speeds possible. If you're getting significantly less than you would expect, there is a useful guide on speeding up your connection at [www.broadband.co.uk/broadband-speed-test](http://www.broadband.co.uk/broadband-speed-test).

If this doesn't work, it provides information on how to complain to your service provider or to Ofcom.

## Who can give me the best speed for the best price?

The website [www.broadband.co.uk](http://www.broadband.co.uk) can advise you on which companies operate in your area and offer the best speeds at the best price. However, read the reviews on the different products and providers available and if you are a business check out the advice on their business packages, as not all services are the same. If moving to new premises, it's a good idea to check it has good broadband connectivity.

## What if I can't get superfast broadband?

If you currently don't have superfast broadband, register your interest on the Openreach website at [www.superfast-openreach.co.uk](http://www.superfast-openreach.co.uk). Openreach will contact you as soon as your area gets connected so you'll be the first to know.

By doing this you'll also be demonstrating demand for superfast and helping us get better broadband to the city, keeping Plymouth well connected and ahead of the game.

For more information please visit [www.plymouth.gov.uk/digitalplymouth](http://www.plymouth.gov.uk/digitalplymouth)



# Superfast Broadband

has arrived in Plymouth

Now you can work and live better



What it's all about and why it's good for you and Plymouth

# Get ahead, get superfast



In this leaflet I will explain:

- how superfast broadband can help us live and work better
- how to register if you can't get superfast where you are
- how to get the best speeds for the best price

The great news is that Plymouth is now well above the UK average for superfast broadband speeds and coverage, with 93% of city premises now covered by superfast. Plymouth is already well connected but we are working hard to make it better and to stay competitive. In order to maintain this advantage our network will need further upgrades to keep pace with future technology. Together we can influence the large broadband suppliers by showing there is demand in Plymouth for superfast broadband, by registering your interest and getting connected.

Plymouth City Council is collaborating with BT and Plymouth Chamber of Commerce to ensure that Plymouth gets the most benefit from the £2.5 billion that is being invested in fibre broadband in Plymouth and across the UK.

We are driving down costs by delivering services online and developing improved digital infrastructure. We are working to ensure that everyone in the city has access to and understands how broadband can help their lives, ensuring that no one is left behind.

**Tudor Evans** Leader Plymouth City Council  
[twitter.com/plymleader](https://twitter.com/plymleader)

## “ it just works!”

“Superfast broadband has made working from my home office faster and more efficient. Time spent downloading very large files is no longer an issue even when the family are online watching video feeds, it just works!”

Steve Gerry  
Plymouth Manufacturers' Group Secretary

“Cloud computing for us means our team can easily share documents whilst being in different places. Our work is backed up easily and cheaply. And we can work flexibly and on the move.”

Katie Tokus B-Bar, Plymouth

“We create value for our customers by distributing information on our work via Twitter, Facebook and LinkedIn. Costs are minimal and it is a great way to connect with customers”.

Alex Smith  
TaxAssist Accountants, Plymouth

## What broadband speed do I need?

Plymouth has great connectivity - with above average internet speeds and superfast broadband coverage.

### Mbps

**20 and over** will allow all of the services below but quicker and more reliable for multiple users, with faster upload speeds

**8 and over** enables higher quality, bandwidth-intensive streaming services even with several people using the connection at once

**4 and under** suitable for streaming services such as on-demand TV albeit at reduced quality, even with more than one user

**1 and under** files can take a long time to download and streaming services can stall especially if more than one person is attempting to use the connection

Mbps - internet speed is measured as Megabits per second.  
Superfast - 30mbps and over - Ofcom

## Why do I need faster broadband?

### Benefits for residents

Better broadband brings significant benefits to people's lives by helping communities stay connected and families keep in touch.

Better broadband will allow you to:

- save money on shopping
- keep in touch with family and friends
- obtain access to more public services
- find a job more easily through online advertisements
- watch video on demand and TV online
- work from home
- develop new skills via online learning resources

### Benefits for businesses

Better broadband allows businesses to stay competitive and make use of technologies that have the ability to make them more globally competitive.

“Small businesses that do go online grow twice as fast as their competitors” *McKinsey, 2011*

Better broadband will allow your business to:

- start and grow quicker and more cheaply
- get quicker access and interaction with your customers
- establish virtual offices and teams
- utilise virtual storage through cloud computing services
- get access to online suppliers, partners and business services, often reducing costs

