

APPENDIX 6. Connectivity

Below are additional comments made in relation to the Connectivity section of Wiveliscombe Community Plan Consultation March to May 2022

Current broadband NOT adequate for needs - Respondents were asked to state which they would prefer and why they don't already have it:

- Fibre to the property
- Private company laid lines across fields so have a monopoly as still no broadband provision from open reach- maximum linespeed is 2mbps. Mobile signal has 1 bar at home if you balance out of the bedroom window. We are overpaying and under served by communications
- Not always reliable, get quite a bit of dropping out and outage
- Need faster speeds both for work and leisure
- Want Superfast
- Superfast fibre but I can't afford it
- Fibre to house
- I would prefer full fibre. There is a BT telegraph pole on my property and it has a fibre optic cable on it but I have been told I cannot be connected to it.
- Want faster ADSL or fibre to house
- Full fibre. Not available.
- It's ok, but not fast enough when have visiting family/friends. No fibre available to house
- Fibre would help re working at home
- Superfast. Not available
- We have poor mobile reception, we have fibre broadband but it still buffer too often.
- Fibre, not available here yet as too rural
- Fibre optic for work
- Prefer any if the others but not available with current provider
- speed above 4.6 mb/sec
- Cost
- Others Unavailable
- The internet keeps crashing and is very unstable in Wivvy.

How do you find the mobile signal in Wivey? Please tell us where it works or reception is poor or non-existent.

- generally poor
- Poor everywhere
- Poor
- Good signal
- Poor
- Bad
- Poor
- Fair
- Fine
- Average on 3
- Sketchy
- Not great
- Sketchy

How do you find the mobile signal in Wivey? Please tell us where it works or reception is poor or non-existent. Cont.

- Sketchy
- Not great
- Vodafone
- adequate
- Average
- On O2, its better than it was but can still be very intermittent and subject to frequent dropouts and many blackspots
- OK in North side of town/ non-existent in South side
- Poor, in Langley Cross at times . Poor when walking on the hills at times
- Very patchy everywhere. Very poor in Town Mill area.
- Poor - market traders are relying on mobile to process payments but unreliable
- recently has been much better also was severely affected after storm Eunice
- Non existent
- Good signal
- I did use it, but the Last time I tried to find it I couldn't.
- Almost non existent
- Mobile reception is completely unacceptable. We have Zero mobile phone or mobile internet inside my house at Langley Cross, it just doesn't work at all.
- Poor signal sometimes nonexistent
- My mobile provider is Vodaphone and reception in Langley Marsh where I live is almost non-existent.
- QUITE GOOD
- poor
- Poor to non existent
- Poor in our house.
- Generally a bit patchy but ok really. Some networks better then others and you can check which are better before buying a phone
- Patchy
- Terrible
- OK
- Very poor signal
- Vastly improved in December 2019 when new mast came online
- Appalling
- Non existent!
- Poor, especially down near Kingsmead and up at the swimming pool
- Generally rather poor
- Terrible
- None existent 4G in downstairs home, poor in garden. 5G non existent and no prospect for years to come.
- Very poor
- Good here at TA4 2NL
- Patchy.
- Rubbish
- Vodafone is now very good!!
- EE, Three and Vodafone are good in the town centre. EE and Vodafone have the strongest signals across the wider area. Vodafone is the fastest if you are in sight of the new 4G mast.
- Depends on provider
- Patchy

How do you find the mobile signal in Wivey? Please tell us where it works or reception is poor or non-existent. Cont.

- Rubbish
- Vodaphone is now very good!!
- EE, Three and Vodafone are good in the town centre. EE and Vodafone have the strongest signals across the wider area. Vodafone is the fastest if you are in sight of the new 4G mast.
- Depends on provider
- Patchy
- good in parts; coverage improving
- Very poor In Hartswell
- Fairly poor generally (EE)
- Abysmal am on EE I rely on our internet connection to use mobile phone
- Rubbish in Nordens meadow
- Poor
- Ok
- Patchy, have a booster at home
- Ok
- poor in and around Church Street and South Street
- very poor over most of wivey
- EE rubbish at abbotsfield
- O2 seems fairly reliable in most places
- Poor everywhere but able to access wifi in places such as the church
- Signal is not very good but better than Milverton, where I live. Middle of the car park steps is good and middle of the car park on the far side - Croft Way CP. Also quite good by White Hart. Rotten Row terrible signal
- Poor everywhere
- Usually works ok for my limited needs
- The mobile signal is poor within my property
- Can be intermittent in and around Wivey.
- not good
- poor
- Variable at home
- None in Russells. The Square ok. I don't want a signal everywhere. I think face to face contact is most important
- Works most places but not Rec & tennis courts
- Don't use because signal is so poor
- generally ok
- Surgery in Wivey
- Poor
- Quite good now
- Poor
- Provider is EE, reception is very poor and not adequate for phone calls
- Not great but as calls come through WIFI it's not a problem
- Network EE. Works fine in Plain pond but not in the Square
- Why not put a mast on the Church spire - this is becoming a common place situation in poor signal areasI believe
- Poor but getting better
- Poor or non-existent south of town
- Much better recently

How do you find the mobile signal in Wivey? Please tell us where it works or reception is poor or non-existent. Cont.

- Very poor reception in North Street
- On o2 and get good signal in town center. Fades towards Langley
- Dips in and out around wivey
- In the town centre and square it is often inadequate so I can't check things like booking numbers or details for pharmacy
- Ok generally but not in my house
- Much better than it used to be!
- Erratic
- Poor
- Ok
- Vodafone 4G is good - until a storm takes out the transmitter.
- Poor in South Street Kingsmead area for some providers
- It's variable. Much better than it used to be, but still many deadspots esp when trees in leaf
- EE crap. Vodafone ok could be better
- Poor in the Square. Better in Jubilee Gardens
- use Gs so not relevant
- Poor and unpredictable
- Signal generally poor throughout our area especially Langley, Maundown and Huish
- seem to be several dead spots in Wivey centre
- I use it rarely because the signal used to be very inconvenient. Because I use it rarely I really don't know if I'd have problems with it now
- Not great but not dreadful, depending on where one is, so that's why it's not used in Wivey
- It's fine
- O2 is very good
- Generally I find it works in the areas I go to
- all over I think
- poor central locations
- Reception is very poor in several locations in Wivey
- Not bad at all except at Rec
- Poor on Golden Hill
- very good in most places
- Variable but works around the pubs
- I have O2 and it varies hugely
- Rubbish signal
- Able to use outside Co-op. Unable to use at home or until I'm in town as no signal
- it's usually ok but service can be sporadic
- Would use mobile if there was a signal
- EE spotty connectivity
- patchy
- Ok in centre of town. reasonable north town. Terrible or non-existent south of main road
- Poor
- Poor in southgate
- Northgate poor
- Much improved in recent years
- I can make calls from the top floor of my house only.
- Good if you use Vodafone
- Not too bad but it's a bit hit and miss

How do you find the mobile signal in Wivey? Please tell us where it works or reception is poor or non-existent. Cont.

- Ok apart from kings mead area
- Much better than it was. But I use wifi calling at home
- Not used often enough outside to assess.
- I've not known it to work. I'm on EE.
- Poor signal on phone every where, especially down the pool, rec
- It's ok
- Patchy
- Poor

Please use the space below to share any other thoughts about Connectivity

- my elderly mother who lives in Wivey has been VERY adversely affected with less 'hard copy' during and post-pandemic, eg lack of The Messenger and church noticesheets
- Gigaclear fibre to home is available in some areas now, the introductory price is OK but afterwards it looks far too expensive, it would be good to negotiate with them about this.
- A better mobile signal (4/5g) is greatly needed.
- Too many different services - don't dilute messages across too many platforms please
- I am very it literate
- Definitely need better signal
- I find my Internet service excellent - download speed nearly 40 Mbps
- Access to fibre broadband is ridiculously inconsistent. Homes next to each other have different connectivity. There is a BT fibre optic cable from Langley to Clatworthy that could easily be used to provide FTTP to homes along that route (according to the BT engineers who installed it) but BT have no intention to actually offer that. The only way to get full fibre is to pay a 3rd party company over £10k to install it.
- I want a single input channel just like the letterbox I have for physical mail. Email plus links to other media/websites would be best.
- Lack of connectivity in area has meant we cannot have a smart meter as this works through a mobile signal which is poor
- We need face to face and paper forms of communicating. Technology seems to make people busier and less connected to what is immediately around them. It promotes an array of options which creates a butterfly mentality
- tA4 2LE difficulty with signal
- The elderly in particular miss out on information and news. Many of them don't have the internet or a mobile phone.
- 10 Radio's signal is hard to pick up - they could do much more to keep the local community connected if they could receive sufficient funds to increase their signal strength - they do a great job with the little they have.
- It may benefit certain demographics to have classes/training on things like online banking & bill payment as offline options are decreasing
- When will fiberoptic connections to the property boundary be laid. Langley has got it when will Wivey
- Better infrastructure
- When the TV doesn't work because signal is dodgy it's hard times!
- I am sorry but I have tried many courses on computer all abilities and use but I do not get on with it. I am not computer lap top mind or mobile telephone. I also do not know the full workings of my landline device telephone, but do know the code for BT land lines with a book from a friend in Wivey