

Alvah and Forglen broadband Survey.

The survey was sent to 278 households. The questionnaires were completed by 85 households. The response rate of 31% is considered reasonably high s type of survey.

Summary.

The survey showed that 94% of responders would use faster speeds to surf the internet, 66% of responders would use it for business or to work from home. Some 30% of responders who did not currently work from home reported that they would if they had adequate broadband. The survey showed that 44% of responders would pay up to £29 per month for a faster broadband speed: 31% would pay up to £19 per month.

Details

- There was a 30% return rate to the questionnaire. (64 households and 20 businesses).
- 90%of respondents had access to broadband
- The highest download speed was 14.34 Mbps (by expensive satellite)
- The highest line broadband download speed was 6.2Mbps
- Only 3 respondents achieved line download speeds of over 5Mbps
- 63% of respondents achieved a line download speed of less than 2Mbps
- 70% of respondents rated their service as poor.
- Every respondent wanted an improved broadband service.
- Only 2 households had a download speed of over 5Mbps
- The average (mean) download speed of household broadband was 1.89Mbps
- The average (mean) download speed of Business broadband was 1.43Mbps
- The average (mean) download speed of Business broadband was 1.43Mbps
- The average (mean) upload speed of household broadband was 0.37Mbps
- The average (mean) upload speed of Business broadband was 0.37Mbps
- 31% of responders would be content to pay up to £19 per month: 44% would pay up to £40.
- Only 1 business achieved more than 5Mbps (that by expensive satellite)
- BT is the dominant broadband provider (66%), followed by Plusnet (13%) and satellite (8%)
- With one exception satellite performance was only on par with line broadband.
- 38% of responders wanted a download speed of up to 15Mbps:36% wanted a speed of between 16 and 30Mbps.
- 91% of respondents would be interested in a community broadband (dependent on cost)
- 30% of household responders would work from home if they had adequate broadband

Comparison with rest of UK

- 96% of premises in the UK have access to speeds of more than 10Mbps.
- 90% of premises have access to superfast broadband.
- The average speed of superfast broadband is 63 Mbps.
- The average speed of broadband in the UK is 29Mbps.

Alvah and Forglen is falling well behind the rest of the UK and our nearest communities by a huge margin.