



CASE STUDY

Ian Robinson

Ian represents eight properties which form the Llandegla Fibre Partnership. Of the eight properties within this Partnership, two are private households and the rest are businesses. Ian himself uses the internet for a myriad of reasons, including writing emails, doing research, purchasing goods online, and managing his website. Furthermore, his daughter also has an online business.

Challenges with unreliable internet access

Before adopting full fibre, the internet connection in the area was slow and unreliable, with the download speed about 10Mbps and the upload speed about 1.5Mbps. Additionally, the internet could drop out four to five times a day, and users had to wait about five minutes before it resumed again. In more severe situations, users may have to contact their Internet provider who would sometimes boost the internet speed, but this usually does not last long. In these situations, contacting their providers could take hours itself.

Ian has personally considered getting a RadioLink connection, but decided this was unfeasible since there are a lot of trees between his property and the transmitter.

From fibre partnership to full fibre

As the person leading the project, Ian had to register a Community Interest Company with Companies House so that the Welsh Government can issue them the vouchers which would fund the installation of fibre broadband for the community. He had to pay an annual fee of £15 to keep the company registered.

There were some delays initially, since they had to apply for planning permissions to close roads to install the infrastructure needed to deliver full fibre broadband to the community. However, the changeover itself was relatively easy once the hardware has been set up; all the users had to do was to choose an Internet provider.

Full fibre broadband has had a positive effect on Ian and his community in Llandegla. He finds that he could do everything quicker and is very pleased with the outcome, and with BT as an Internet provider. Ian is also very happy that he could stream his favourite TV shows from BBC iPlayer without any interruptions.