



CASE STUDY

Gareth Jones

Gareth is a person who works from home. Previously, he was an ITS customer which offered download speeds of up to 10Mbps, although 5-8Mbps was the norm. It was possible to pay more to get faster speeds, but he finds the price to be prohibitively expensive.

Challenges with unreliable internet access

Previously, Gareth made use of the UK Government's Not Spot scheme by arranging for an internet connection via RadioLink across to Ysgol Bodedern, which itself is wirelessly linked to the equipment on top of the equipment on top of Ysgol Uwchradd Caergybi. However, this system is not weatherproof, as bad weather would affect the internet connection negatively. If a problem happened over half-term or summer holidays, they might not have Internet connection for a week or more as engineers have limited access to the school premises.

To deal with connectivity issues, Gareth has resorted to travelling to a place with more reliable WiFi. For example, when his son was in Bangor University and needed the internet for coursework, they would have to drive to Bangor just to get access to fast and stable internet where he was able to download the course materials required.

Journey to superfast internet

Gareth found the changeover process fairly convenient, seeing that there were no extra costs for installing the line. He is also happy with the fact that the price he is paying for fibre broadband is the about the same price he was paying his previous provider for a slower internet connection.

With full fibre broadband available to him, Gareth is able to get download speeds of up to 140Mbps with an upload speed of 30+ Mbps, which means he is able to use Microsoft Teams and Webex, and able to work as if he is in the office itself.

Taking in account of his mobility issues, Gareth finds that his reliable and fast internet connection has been a boon to his work.