



CASE STUDY

Seb

Seb is a young person who has studied cybersecurity in university and runs a server on Discord providing tech support for audio-related issues. The Internet is a vital tool for him in his everyday life; he uses it to communicate with his peers who live outside the country, play online games, and supplement his income by trading crypto stocks. In the near future, he would also like to get into livestreaming on Twitch.

Challenges with unreliable internet access

Before being on superfast Internet provided by Zen Internet, Seb had to deal with constant lag with high ping, which meant that voice calls over the Internet were dropping constantly. This has also left a negative impact on his image as someone who provides tech support, seeing that he was also experiencing technical issues. Furthermore, lag can be very costly to his stock trading business since it is vital to be able to act quickly to make money or to avoid losing large sums of money.

To deal with the Internet, Seb had to use other WiFi networks outside his home. He even resorted to using open WiFi networks which were available in some parts of the property he lives in, but even those were not ideal for the work he does.

Journey to superfast internet

The transition to get superfast internet was not particularly easy for Seb, as he had to jump through numerous hoops for two years in order to communicate his problems with Openreach. He eventually received assistance from Phil Burrows from Denbighshire, who Seb thought was the “hero of the situation” who had supported him through his ordeal and was instrumental in getting him access to a fast and reliable internet connection. Seb suggests that Openreach could do better in terms of providing direct channels of communication with customers which he thought would have solved his issues quicker.

He is now able to make use of his Raspberry Pi setup which relies on WiFi to remotely connect the computer to a screen. All in all, he feels that his life has now significantly improved.

Now that he has a good Internet connection, Seb found that it was much quicker and more convenient to get things done. He is able to communicate over Internet calls without any hitches and was even able to use YouTube to learn to do things in a pinch.