

# Fibre broadband community pack



## Dear Parish Clerk

We are pleased to inform you that fibre broadband has been brought to your community as part of Wiltshire Council's Wiltshire Online programme.

Please help us to share this good news with your parish as we want as many residents as possible to benefit from Wiltshire Council's investment.



This is a very positive development for your community and we feel there is no better way to spread the word than through your well established communication channels at the parish council.

Residents can check if they are able to benefit from this investment by using the postcode checker on the Wiltshire Online website – [www.wiltshireonline.org](http://www.wiltshireonline.org)

Although residents will not automatically receive the improved service, upgrading to fibre broadband is very simple, just a matter of contacting an Internet Service Provider.

We have put together this community pack to help you circulate the information and remove the potential barriers preventing your community getting online.

This pack includes:

- a simple guide to broadband speeds
- information on how adults can access free computer support to provide them with the basic skills to get online
- advice on the improved fibre broadband service
- a poster advertising the availability of the new fibre service
- a poster asking for people to become Digital Champion volunteers.

We would really appreciate it if you could display the posters in a prominent position within your community. You are more than welcome to use the rest of the information included either on your webpage, within your community newsletter or via any other channel you have at your disposal.

Should you require any support with any of the above please do not hesitate to contact the Wiltshire Online team at [digitalinclusion@wiltshire.gov.uk](mailto:digitalinclusion@wiltshire.gov.uk)

Yours sincerely,

The Wiltshire Online team



# Broadband speed explained

## Q. What does Mbps mean?

Broadband speed is measured in megabits per second, commonly written as Mbps. It essentially means the rates at which data is downloaded or uploaded. Alongside price, speed is one of the key factors people consider when it comes to choosing broadband. All of the internet service providers quote the broadband download speed as a key part of their advertising.

## Q. What does download and upload mean?

When you connect to the internet, the download speed is the pace at which data (websites, programmes, music etc) is transferred from another computer to yours.

Upload speed is the speed at which data (such as your new holiday pictures and videos) is uploaded to the internet – perhaps to put onto a social networking site such as Facebook, or onto a file-sharing site such as Flickr. Essentially, the upload is going in the opposite direction to the download – from your computer to someone else's.

Broadband upload speeds are generally much slower than download speeds. The reason for this is that people normally do far more downloading than uploading, so downloading is given priority by the internet service providers. Upload speeds become more important if you are going to be doing large amounts of uploading, for instance, if someone who works from home and wants to exchange files with a remote network or people who play a lot of online games.

## Q. What is superfast broadband?

Superfast broadband is classified as download speeds in excess of 24 Mbps. Speed is an important factor as the greater the speed the more advanced internet services you can enjoy such as live television and radio. If you have several members of the same household accessing the internet via laptops or smart phones at the same time, a superfast broadband connection can provide a good level of service to all of these users.

## Q: Why do I need superfast broadband?

What you want to do on the internet will determine what speed you need. For example, if you only plan to send emails or perhaps catch up with friends on social media, a basic connection speed of around 2 Mbps will be fine. However, if you want to watch live television or download large files, such as music albums, then superfast broadband is recommended as this will give a more reliable service and will greatly reduce the download time.



We would also recommend a superfast connection if you have several members of the household all wanting to go online at once; this is because each device that is connected to the internet uses up a proportion of the available bandwidth.

Below is a table that highlights what speed is recommended depending on the task you want to undertake:

BROADBAND SPEED	THIS SPEED IS SUITABLE FOR...
250K to 1.5Mbps	Basic e-mail, web browsing
1.5 to 3Mbps	Streaming music, standard definition video, remote surveillance, telecommuting
3 to 6Mbps	File sharing (small/medium files), internet TV (iPlayer, 4OD etc)
6 to 10Mbps	Online gaming, streaming movies online, instant web page loading
10 to 25Mbps	Telemedicine, remote education, High Definition (HD) internet TV
25 to 50Mbps	HD video surveillance
50 to 100Mbps	Video conferencing (multiple users), remote supercomputing
100Mbps +	Real-time data collection, real-time medical image consultation

### Q. Why does my broadband speed fluctuate?

It is perfectly normal for the speed to change from day to day, from hour to hour and even from minute to minute.

The available capacity on the network is shared out amongst all the customers that are using the internet at that time. This means that at busy times such as evening and weekends when more people are using the internet, each person gets a smaller share of the bandwidth and so lower speeds than when the network is quiet.

### Q. Who do I contact about my broadband speed?

If you have a specific enquiry about the broadband speed you are able to receive, your first point of call should always be your internet service provider.



# Your questions answered about the improved fibre broadband service

## **Q: How do I check I can order the improved service?**

Please visit the Wiltshire Online website postcode checker – [www.wiltshireonline.org](http://www.wiltshireonline.org) – for the most up to date status for your postcode.

## **Q: Do I automatically receive the improved service?**

No, you will need to upgrade your service and place an order with your chosen internet service provider (ISP). A good way to find out what deals are available is to check out the price comparison sites which have been accredited by Ofcom. The Ofcom website can be found at [www.ofcom.org.uk](http://www.ofcom.org.uk) or you can call them on **0300 123 3333** or **020 7981 3040**.

## **Q: My current service meets my needs, do I have to upgrade to fibre broadband?**

If your current service meets your needs then you do not need to upgrade, you will be able to continue using your existing broadband service as normal.

## **Q: I want to upgrade, do I have to order my fibre broadband from BT?**

No. A wide range of ISPs will be given the opportunity to offer their services across the improved network; this means you should be able to choose from a range of providers to purchase the best package to suit your needs. However, please note the decision to provide services will be down to each individual ISP according to their business model and is outside the control of this project. When you are choosing an internet service provider, it is always sensible to check length of contract, level of customer service, actual speeds available to your property and cost.

## **Q. Will I have to wait for my current broadband contract to end before I can get the new service?**

We would advise checking with your current internet service provider.

## **Q. Will I have to pay more?**

It will depend on which internet service provider and package you choose. The wholesale price is heavily regulated by Ofcom to ensure a fair and consistent price and is the same across the whole country regardless of where you live.



### **Q: I have contacted my ISP and they say I cannot order a fibre service – why?**

Although your postcode is showing as 'Gone Live' on the Wiltshire Online postcode checker, the reasons you are not able to order the improved service could include the fact that:

- Not all premises within the same postcode area may be able to order an improved service at the same time; this is because some postcodes may be served by more than one infrastructure and it may be that not all of the infrastructure has been or will be upgraded
- Your internet service provider may not choose to offer a service in your area, it may be worth contacting other providers
- Your premises are too far away from the improved infrastructure for you to be able to benefit

### **Q: I would like to get online but I am worried about internet safety, is there anywhere I can go for advice?**

Keeping safe online is your responsibility but it doesn't have to be complicated. There are organisations dedicated to providing the most up to date advice, such as:

**Which? – [www.which.co.uk](http://www.which.co.uk)**

**BBC – [www.bbc.co.uk](http://www.bbc.co.uk)**

**Digital Unite – [www.digitalunite.com](http://www.digitalunite.com)**

### **Q: I would like to get online but I don't really know how to, can I get help with this?**

Wiltshire Online has a team of volunteer Digital Champions who offer free support with the basics of getting online. Please contact the Digital Literacy team on **0300 003 4572** if you would like to register for help or if you would like to offer your services as a Digital Champion.



Do you want to



shop online,



make video calls,



watch catch up TV,



download movies



or work from home?

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[www.wiltshireonline.org](http://www.wiltshireonline.org)

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# Have you got what it takes to be a **Digital Champion** volunteer?

Just imagine if the internet was taken away from you for a week.

No Facebook. No Skype. No online shopping or catch-up TV. Wouldn't you feel lonely and isolated?

It's hard to believe, but there are still over 8 million people in the UK who've never been online. This means that in Wiltshire alone, there are some 68,000 of us who've never experienced the magic of the internet.

Why not share your computer skills with someone in your local community and help transform their life?

Become a Digital Champion volunteer with Wiltshire Online and see what a difference you can make.

For our full range of volunteering opportunities, visit [www.wiltshireonline.org](http://www.wiltshireonline.org) or contact us on:

Tel: 01225 793349

Email: [digitalinclusion@wiltshire.gov.uk](mailto:digitalinclusion@wiltshire.gov.uk)

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