

## Improving broadband for very hard to reach premises – Government call for evidence

The government is currently carrying out an Open Consultation on [‘Improving broadband for Very Hard to Reach premises’](#).

Through this call for evidence, the Department of Digital, Culture, Media & Sport (DCMS) wants to hear the views and experiences of consumers’ broadband connectivity in rural and remote areas of the UK. They are looking for responses from specific groups of stakeholders including rural residents and rural businesses.

The evidence gathered will enable DCMS to assess the options available for delivering improved connectivity to areas where the costs of delivering better digital infrastructure have so far proven to be a barrier to deployment.

Digital connectivity offers rural residents the option to access many services without having to make long or complex journeys and over the last year in particular, has become a key means for accessing, banking services, education and healthcare services to name but a few.

Rural based businesses are also reliant on the need to be able to access fast and reliable broadband and mobile networks if they are to develop, grow and thrive in an increasingly competitive world.

If you are a residential household or business user of rural broadband services and you would like to have your say then you can complete the call for evidence via this [online survey](#). The consultation closes at 11:45pm on Friday 11 June 2021.

## Ofcom report offers advice on choosing the best broadband ISPs

Ofcom have recently published their fifth annual report on how service levels compare across the telecoms industry with regards to quality of service, call waiting times, complaints, new service installation times and fault repairs.

The aim of the report, entitled [‘Comparing customer service: mobile, home broadband and landline’](#) is to allow consumers to look beyond the price and see what level of service they can expect from different providers, helping them to make informed decisions about which provider is best for them.

It also acts as an incentive for providers to improve their customer service, which is never a bad thing!

The report covers customers’ experiences in 2020 and – as usual – is based on data that Ofcom has gathered via a combination of consumer research, submitted customer complaints and data obtained directly from operators.

For those of you who are interested in this but don’t have the time to read the full Ofcom report, the ISP Review website provides an excellent summary of the [survey’s main findings](#).