



**South
Derbyshire
District Council**

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news release

Broadband blues

Do you have problems with broadband connections in South Derbyshire?

Are you struggling to get connected to the information superhighway?

South Derbyshire District Council's Overview and Scrutiny Committee wants to raise infrastructure issues directly with BT and would like to hear from people across the District who have been struggling to get access to broadband.

At a recent Overview and Scrutiny Committee in February councillors invited Tom Hamilton, Regional Manager for the East Midlands from BT to answer their concerns about broadband access.

Says Cllr Charles Jones, Vice-Chairman of the Overview and Scrutiny Committee, "From talking to BT it seems that they aren't aware of any problems with broadband access in our District. If they don't know that people are experiencing problems with broadband internet access, they obviously can't do anything about it.

"The Overview and Scrutiny Committee can't help fix any problems you might have already raised with your provider about your broadband connection, but we would like to know about them so that we can continue to raise the infrastructure issues with BT. Although you can purchase broadband through a range of providers, the majority of these then use the BT infrastructure to provide the service. The more problems that the Council is aware of means the more impact we can have with BT. We believe it's affecting a large number of people across the whole of South Derbyshire and this concerns us."

At the February meeting Tom Hamilton told the Overview and Scrutiny Committee that only ninety specific properties in South Derbyshire were unable to get a broadband internet connection. Are you one of those ninety people? If so Cllr Jones would like to hear from you.

If you live in South Derbyshire and are having problems with broadband access, please contact the District Council by the end of May. Please outline the specific details of any problems you are experiencing and the broadband provider you use and either email broadband@south-derbys.gov.uk, or write to Broadband, Customer Services, South Derbyshire District Council, Civic Offices, Civic Way, Swadlincote Derbyshire DE11 0AH or by phone Customer Services on 01283 595795.

BT not aware of some broadband problems

by *David Allen*

Businesses struggling with a poor broadband service in South Derbyshire have contacted their district council about this, who in turn will be holding talks with BT on how they can address this problem.

But this would initially appear to be a strange way of going about getting internet connection problems sorted out. Because BT says that they are not aware of any problems with the broadband service in this area.

However they plan to meet with the council in order to establish what the problems are, and more importantly how these problems can be addressed in order to satisfy all parties.

This could be a way that businesses and even consumers can get the services that they want, by being part of group or as in this case the council taking up the case. It has been found that there are certain places in the area that cannot get a broadband service.

<http://www.techwatch.co.uk/2008/04/21/bt-not-aware-of-some-broadband-problems/>

Council wants to hear about broadband access

by LAURIE DEVITT

INTERNET users in South Derbyshire who are struggling to access broadband are being urged to contact the district council.

Talks could soon be held with BT bosses after South Derbyshire District Council was contacted by businesses across the district claiming to be experiencing problems with the telecommunications giant's network.

Now the authority's overview and scrutiny committee wants to raise

infrastructure issues directly with BT.

Committee vice-chairman Charles Jones said: "From talking to BT it seems that they aren't aware of any problems with broadband access in our district. If they don't know that people are experiencing problems with broadband internet access, they obviously can't do anything about it.

"We can't help fix any problems you might have already raised with your provider about your broadband connection, but we would like to know about them so that we can continue to raise the infrastructure issues with BT. The more problems that the council is aware of means the more impact we can have with BT.

"We believe it's affecting a large number of people across the whole of South Derbyshire and this concerns us."

At a recent meeting with the overview and scrutiny committee, BT's East Midlands regional manager, Tom Hamilton, told members that only nine specific properties in South Derbyshire were unable to get a broadband internet connection.

Council bosses are keen for those customers, and any others, to come forward.

People are asked to contact the council by May 31, outlining the specific details of their problem and the broadband provider they use, by emailing broadband@south-derbys.gov.uk or telephoning 01283 595795.

<http://www.burtonmail.co.uk/burtonmail-news/DisplayArticle.asp?ID=308422>

'Poor broadband' seen in Derbyshire

21 April 2008

Consumers in South Derbyshire have been urged to get in contact with the council after apparent "problems" with broadband reception.

BT and South Derbyshire district council are to engage in discussions after firms said they were having problems with services, reports the Burton Mail.

Vice Chairman of the overview and scrutiny committee Charles Jones stated that BT did not initially know that there were any problems.

"If they don't know that people are experiencing problems with broadband internet access, they obviously can't do anything about it," he told the publication.