



HOUSE OF COMMONS
LONDON SW1A 0AA

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[Redacted]

11 February 2022

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Broadband

Thank you for contacting me regarding the broadband situation in Gayles. I have every sympathy for your situation: whether to keep in touch with your family, pay your bills or run your business, a decent broadband connection is an indispensable utility in the modern economy.

With regard to your specific enquiry I made representations on your behalf to Openreach. Please find the response I received enclosed.

While I trust it helps to clarify their position on the points raised, I recognise this is not the response you were hoping for.

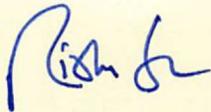
As you may be aware, since my first day in office, I campaigned for the Government to introduce a voucher scheme to allow all those with either no connection at all or an unacceptably slow one to receive financial assistance with obtaining satellite based broadband. Following my campaign, the Government rolled out this scheme in our area. Unfortunately, this scheme closed on 31 December 2019.

The Government has also introduced legislation for a broadband 'universal service obligation' (USO), to give homes and businesses a clear, enforceable right to request 10Mbps broadband, where the cost of building is no more than £3,400. Consumers have been able to make requests for connections since March 2020 and I would urge you contact the designated universal service providers – BT and KCOM – if you think you may qualify. Further information is available at www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/broadband-usoneed-to-know.

Additionally, BT now offer a product called BT 4G Hub which uses the EE network rather than a 'fixed line' into a building. It delivers Wi-Fi coverage inside a house or business, with typical speeds of around 30 Mbps, which is equivalent to 'super-fast' broadband as described by Ofcom. Because the BT 4G Hub uses the EE mobile network, there is no need to subscribe to a BT fixed line broadband service. When a customer orders the service, they provide a network router, which converts the 4G signal in the area into Wi-Fi. The 4G Hub needs access to a specific EE frequency range (1800 MHz) to deliver the best possible quality of service. More information about this product and the packages available can be found at www.bt.com/broadband/4g-hub.

Thank you again for taking the time to contact me and bringing this matter to my attention. If there is anything I can do to help in the future, please do not hesitate to get in touch.

Kind regards,

A handwritten signature in blue ink, appearing to read 'Rishi Sunak'.

Rishi Sunak
Member of Parliament
Richmond (Yorks)