

BROADBAND



Broadband: The small business view

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Surrey & West Sussex region



Friday May 20, 2011

County Hall, Chichester



A fast, reliable and guaranteed broadband service is crucial for small businesses

“In Arundel we are limited to a BT only exchange and the speed is poor. As an internet business the broadband speed is limiting my business. To get a leased line is cost prohibitive” Arundel



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Small businesses have said that their priorities are access to broadband and a higher broadband speed

“So poor I had to move to a wireless broadband provider”
Pulborough



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The Government target of a minimum of 2 Mbps by 2015 is totally inadequate. The urgent need for significantly better broadband provision for small businesses is here and now

“No village exchange – our exchange is miles away in Storrington. Aluminium wiring plus other wiring that dates back to the 1950s. About 700kpbs at best! Very high contention ratios” West Chiltington





There is no alternative to fibre optic but where fibre optic solutions are not readily available the FSB urge the Government to look at mobile solutions as a compliment to fibre

“Very, very poor. Hardly qualifies as broadband. I know people in the middle of the African bush with better connections”





Some Statistics

90% of FSB Members in East Sussex use the internet in running their business, of which **82%** are unhappy with the speed and reliability of their internet connection, and **13%** would consider moving business premises to an area with faster broadband.

94% feel their service providers offerings fail to match their advertising claims





“Download speeds are adequate but upload speeds are poor. Both can vary significantly during the course of a day” Worthing

I am on cable in Crawley. I have a download speed of up to 50 Mb but an upload speed of only 1.6 Mb, Which is 3% of the download speed.



FSB Recommendations

1

Deploy a future proof broadband strategy where fibre to the premises is the most sustainable solution. Where fibre optic broadband is not currently available mobile broadband should be employed as a complimentary service



FSB Recommendations

2

Make broadband provision a universal service (a vital utility rather than an added luxury to business operations) to ensure faster and more consistent deployment across West Sussex



FSB Recommendations

3

Reinvest public money saved on digitalising Government services into fibre optic broadband provision

“Just been offered up to 35Mb download and up to 9 Mb upload as now have “fibre” available in Horsham. Could not ask for more!” Horsham





It's All About Jobs!

The FSB calls on the Government to accept our recommendations to help small businesses thrive in this digital age and create further employment in rural areas to add further strength to a recovering economy



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“Very poor! We are about 3 miles from the centre of Chichester (a large town) after massive amounts of time and effort we have managed to get our broadband speed from 512K to just about 1Mb. It’s so bad we will almost certainly be moving our factory as it seems to be the only way we can get a more useable speed. As far as I am aware no upgrades are likely in the next few years. Due to no connection at times we have to use a mobile phone on 3G to connect our company to receive email etc. This situation for any company is appalling for a computer technology company it’s totally unacceptable”



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