



**Civic Offices, Civic Way, Swadlincote, Derbyshire, DE11 0AH.**

**Carole Chapman**  
Public Relations Officer

Phone 01283 595741    Fax 01283 595853    Mobile 07967 323591  
email [carole.chapman@south-derbys.gov.uk](mailto:carole.chapman@south-derbys.gov.uk)

## **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](mailto: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.