

FREE mobile Wi-Fi routers for those with super-slow broadband speeds

If super-slow broadband speeds are having a negative impact on your household or business, we may be able to help you through our Mobile Broadband Connectivity Project.

We've recently been testing a number of mobile Wi-Fi broadband devices in areas that are yet to benefit from a fibre broadband upgrade and the uplift in speeds has been very impressive in some of these areas.

CSW has now bought a limited number of these devices and we are now looking for residents and businesses in Warwickshire to help. Under the terms of the project, we would provide you with the equipment free of charge for a period of at least six months.

Those who are experiencing the slowest speeds are the ones who are most likely to benefit from this project, so if you are getting speeds of 5Mbps or less then please get in touch. (You can check what speeds your business can currently achieve using the [BT Broadband Availability Checker](#). Our [How to use the BT Broadband Availability Checker](#) webpage will help you make sense of the Broadband Checker results).

Simply email gavintristram@warwickshire.gov.uk with your name, address, postcode and landline number as well as a very brief description of how slow broadband speeds are having a negative impact on your household or business.

Once we have received this information, we will need to check the mobile coverage with the different mobile network operators in your area to see whether we will be able to provide you with a solution.

Applications will be assessed for suitability on a first come, first serve basis.

Ofcom's End-of-Contract notifications deliver broadband savings for customers

Research from the UK telecoms regulator Ofcom has found that 1.3 million broadband ISP customers have secured better deals as a result of their new [End-of-Contract Notification](#) (ECN) system.

ECN was introduced in February 2020 for all fixed broadband, mobile, home phone and pay TV providers. It was designed to help tackle the so-called 'loyalty penalty' by keeping customers informed about the best deals and encouraging switching or moving to a better broadband package at the end of their contract, when staying with their existing ISP would often see prices rise, often significantly.

Enough time has now passed that Ofcom can finally assess the impact of these changes and the results appear to be broadly positive.

For example, Ofcom stated, "There is evidence that indicates that these time prompts from providers are working. In our research, two thirds of customers who were sent an end-of-contract notice recalled receiving one. Of those, 90% found it helpful and a fifth reported that they were prompted into action they would not have otherwise taken."

Further information on this research study can be found in the ISP Review's [Ofcom's End-of-Contract Notifications Deliver Broadband Savings](#) article. More information on [End-of-Contract Notifications](#) can be found on Ofcom's website.