

Man's complaint leads to broadband access

A man asked for our help when he found his address was not on a database set up to improve broadband access in rural areas. This meant he could not get broadband service, which he said was unfair because a property directly opposite his house was included on the database.

Our Investigating Officer contacted the Department for the Economy (DfE), the body responsible for the project to expand access in the area. We asked if there was any way it could provide broadband to the complainant.

The Department consulted with the company that installed the broadband. As a result, the company arranged for the complainant's address to be included on the database and for him to be connected to the network.