

WI-FI WOES: ALMOST TWO THIRDS OF WI-FI USERS FACE SERVICE PROBLEMS

Submitted by: BroadbandChoices.co.uk

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Is your wi-fi making you whinge? You're not alone...

- 62% of wi-fi users experiencing problems with their signal
- Slow speeds the top wi-fi whine
- Service providers failing to help 75% of customers with wi-fi problems
- Broadbandchoices.co.uk offers top tips for boosting wi-fi signal

Nearly two thirds (62%) of wi-fi users in the UK are experiencing problems with their wi-fi signal, with a whopping 63% suffering from slow speeds, according to new research* from Ofcom-accredited comparison site Broadbandchoices.co.uk (<http://www.broadbandchoices.co.uk/>). In a study that questioned over 2,000 Brits, a further 32% complained that their connection keeps dropping out.

Most concerning of all were the findings that, of respondents who contacted their service provider to complain, only a quarter were offered assistance in boosting their wi-fi signal whilst 75% of customers were left stranded with their wi-fi woes.

Certain activities were more likely to cause these problems than others. When asked what they were doing when the problems occurred, online TV viewing, social networking and music streaming were found to be the most likely culprits:

- 21% - "Whilst using online catch up/on demand TV services"
- 20% - "When I am using social networking sites"
- 19% - "When I am downloading or streaming music files"
- 16% - "When I am watching movies online"
- 12% - "When I am chatting to people via Skype"

Dominic Baliszewski, telecoms expert at Broadbandchoices.co.uk commented:

"Wi-fi problems are very frustrating for customers, especially as the majority of home broadband connections are wireless. To have data come from half way around the world at speed only to come to a juddering halt when it reaches your router is infuriating. It's disappointing to see that service providers are not making more of an effort to resolve this issue for their customers, however there are things you can do yourself to boost your wi-fi without a lengthy call to the customer service helpline.

Try our tips below to get your connection moving again:"

Broadbandchoices.co.uk's top tips for boosting your wi-fi signal for free:

1. Do a speed test: You need to find out what broadband speed you're getting first. Do this by using a free speed tester (<http://www.broadbandchoices.co.uk/tools/speed-test>) using both wired (ethernet) and wireless (wi-fi) connections to see if you really are losing speed by going wireless.
2. Reposition: Where you position your router can have a huge impact on signal strength. The more barriers standing between the router and your computer/tablet/etc, the harder your signal has to work.

High spots like the top of a bookshelf work well because they eliminate most obstacles.

3. Change the channel: Wireless routers can broadcast across a number of different channels. Changing your channel can prevent interference with other wireless signals and improve your wi-fi connection. This can be done in the online settings for your router.

4. Avoid rush hour: If several people in your household use the wi-fi connection simultaneously, it can lead to bandwidth congestion and affect your signal. If at all possible, avoid this 'rush hour' and use your wi-fi at off-peak times of the day or when the other household users are out.

For further tips on boosting your wi-fi signal, visit our guide here (<http://www.broadbandchoices.co.uk/ask-our-expert/boosting-a-wifi-signal-ask-our-expert.html>).

How would you rate Broadbandchoices.co.uk? Help us improve our website by clicking on this link and writing a review (http://www.reviewcentre.com/Broadband-Reviews/Broadbandchoices-www-broadbandchoices-co-uk-reviews_1478895). Stay up to date with the latest broadband news: Follow us on Twitter (<https://twitter.com/#!/broadbandchoice>), Facebook (<http://www.facebook.com/BroadbandChoices>) or Google+ (<https://plus.google.com/108146983430839012913/posts>).

Also find out more by reading our Wikipedia page (http://en.wikipedia.org/wiki/Consumer_Choices).

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Notes to Editors

*online survey of 2.3k wi-fi users conducted over 2 months from 17/05/12 to 17/7/12. Respondents were asked:

1. Are you experiencing problems with your wi-fi signal?
2. What problems are you experiencing ?
3. When do these problems occur?
4. Has your internet service provider offered assistance in boosting your wi-fi connection speed?

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About Broadbandchoices.co.uk

Broadbandchoices.co.uk was launched in 2005 and is the UK's leading independent broadband comparison site. Our calculator is fully accredited by industry regulator Ofcom, offering consumers the assurance

that the information we provide is accurate, transparent, accessible and comprehensive.

We offer comprehensive and impartial advice on broadband, mobile broadband and bundled packages (broadband with home phone and digital TV) saving our users over £350 when they switch.

The Broadbandchoices.co.uk calculator compares thousands of different deals and provides results in a clear, impartial way allowing users to choose services according to their needs.

Broadbandchoices.co.uk powers over 50 leading comparison services including Confused.com, Comparethemarket.com and GoCompare.com.

Broadbandchoices.co.uk – working hard to save you money