

# Ofcom Scotland @ Argyll & Bute Council

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## Ofcom's purpose

Promote  
competition  
and ensure  
markets work  
for consumers

Secure  
standards and  
improve quality

Protect  
consumers  
from harm



# Connectivity challenges (Scottish local authorities)

## Fixed broadband

Without access to a **'decent'** broadband connection  
 (USO criteria of 10 Mbit/s download and 1 Mbit/s upload)

Local Authority	% of premises
Argyll and Bute	17%
Na h-Eileanan Siar	24%
Moray	9%
North Ayrshire	3%
Orkney Islands	31%
Shetland Islands	23%
Highland Council	16%

*Source: Ofcom Connected Nations, October 2018 Report (data relates to May 2018)*

## Fixed broadband

With access to a **'superfast'** broadband connection  
(30 Mbit/s and above)

Local Authority	% of premises
Argyll and Bute	75%
Na h-Eileanan Siar	63%
Moray	83%
North Ayrshire	92%
Orkney Islands	60%
Shetland Islands	67%
Highland Council	74%

*Source: Ofcom Connected Nations, October 2018 Report (data relates to May 2018)*

## Fixed broadband

With access to a '**ultrafast**' broadband connection  
(300 Mbit/s and above)

Local Authority	% of premises
Argyll and Bute	0.1%
Na h-Eileanan Siar	0%
Moray	0.2%
North Ayrshire	26.5%
Orkney Islands	0.1%
Shetland Islands	0.1%
Highland Council	0.4%

*Source: Ofcom Connected Nations, October 2018 Report (data relates to May 2018)*

# Mobile

With access to a **3G mobile** service  
(from all four operators)

Local Authority	% of premises with indoor coverage	% of landmass with geographic coverage
Argyll and Bute	59%	13%
Na h-Eileanan Siar	27%	20%
Moray	54%	41%
North Ayrshire	84%	50%
Orkney Islands	24%	38%
Shetland Islands	17%	37%
Highland Council	52%	19%

Source: Ofcom Connected Nations, October 2018 Report (data relates to May 2018)

## Mobile

With access to a **4G mobile** service  
(from all four operators)

Local Authority	% of premises with indoor coverage	% of landmass with geographic coverage
Argyll and Bute	39%	11%
Na h-Eileanan Siar	26%	13%
Moray	45%	40%
North Ayrshire	78%	45%
Orkney Islands	16%	47%
Shetland Islands	37%	44%
Highland Council	44%	21%

*Source: Ofcom Connected Nations, October 2018 Report (data relates to May 2018)*



# Improving digital connectivity in Scotland

## Ofcom action to improve broadband services

Some of the specific action Ofcom is taking to improve broadband services includes:

- creating a **more independent Openreach**, that takes network investment decisions in the interests of all its customers, and monitoring if this is happening in practice
- looking at **reducing network build costs** by improving the availability and use of duct and pole access, and working with the UK and Scottish Governments to reduce planning barriers
- **setting prices for Openreach's wholesale** services through our wholesale local access market review
- introducing a new scheme that will see major broadband and landline **providers give their customers automatic compensation** when things go wrong (from early 2019)
- **improving quality of service** across the telecoms industry by setting tougher quality standards on Openreach where service was previously unacceptable
- **delivering the UK Government's USO** (including working with the Scottish Government to ensure smooth interaction with R100)



## Improving mobile services

Some of the specific action Ofcom is taking to improve mobile services includes:

- ensuring that **additional spectrum** is ready for the next generation of mobile networks, while driving improvements in the coverage of existing mobile services
- we are already consulting on **proposals for new 700 MHz spectrum licence obligations**, requiring operators to deliver improvements in mobile coverage in rural areas – proposing national target for Scotland
- working with government and other agencies to understand **implications of planning reforms** proposed by governments (including the FTIR)
- providing data and technical advice to inform **government interventions** e.g. 4G mobile infill programme

