# Businesses across the UK, particularly in rural areas, are still without reliable broadband connections

The British Chambers of Commerce (BCC) surveyed 1,465 business people from all regions of the UK online in January 2017 to understand how businesses rate the overall reliability of their broadband connections, and how a more reliable connection could help their business.

Nearly one in five respondents suffer from an unreliable broadband connection.

Firms rating their broadband as '**not very reliable**' or '**not reliable at all**' by area type

| Area	%
Rural	30%
Town	15%
Inner city	13%
Suburban	12%
Overall	18%
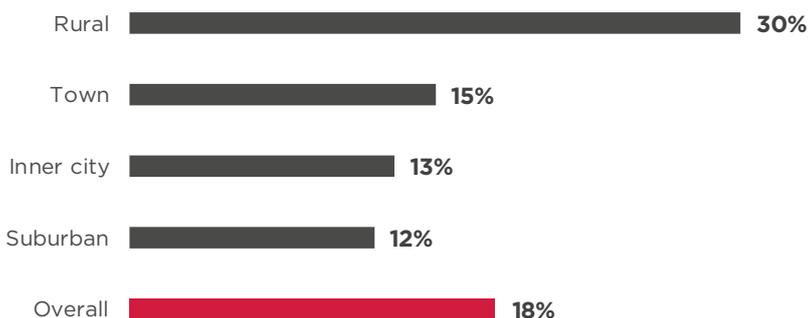
Firms in rural areas are at least twice as likely to have unreliable connections (30%) as those in towns (15%), inner cities (13%), and suburban areas (12%).

Smaller businesses are the most likely to suffer from unreliable broadband, with nearly a quarter (24%) of sole traders and 21% of micro-businesses reporting problems.

More reliable broadband would allow businesses to do more to grow.
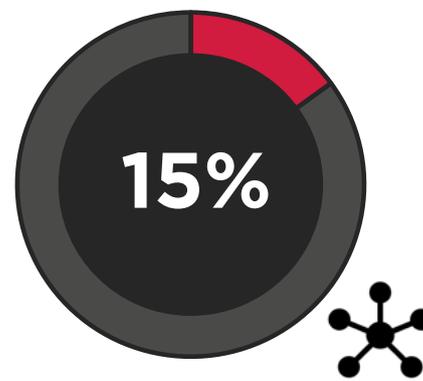
Nearly half of businesses (48%) say if the reliability of their broadband connection was improved it would allow them to use more applications, particularly cloud services (24%), transfer of large files (22%) and remote server access for employees (15%).
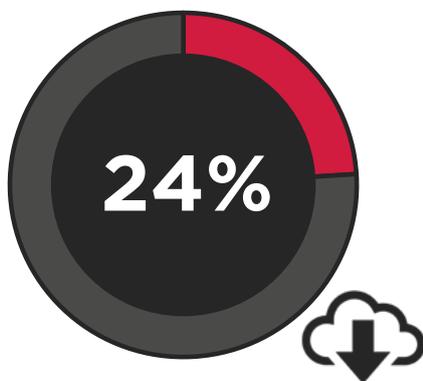
24% would use more cloud services
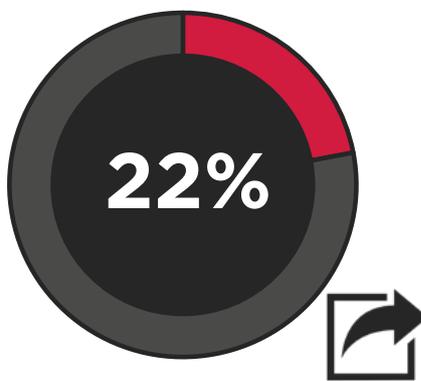
22% would make larger file transfers

15% would use remote server access

" Business communities across the UK still report that our digital infrastructure is not fit for purpose. Throughout the country, significant numbers of companies of every size and sector lack reliable internet connectivity – a basic requirement for businesses to operate efficiently in today's world.

We've been calling on both providers and on government for years to fund the necessary upgrades required to deliver superfast broadband to business communities. Regulators, too, must ensure that firms actually get the quality and speeds of connection they are promised. While we welcome recent ministerial announcements about investing in 5G technology and efforts to build a world-class digital infrastructure in the UK, there is still a long way to go in getting the basics right. The immediate focus must be on providing all companies with connections that are reliable and of sufficient speed, which would boost business confidence and encourage firms to maximise opportunities for growth, trade and investment. "

Dr Adam Marshall
Director General, British Chambers of Commerce

British Chambers of Commerce

Of the businesses surveyed, 96% were SMEs, 22% operate in the manufacturing sector, and 78% operate in the services sector. For further information, please contact David Bharier d.bharier@britishchambers.org.uk

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