

Fell Systems is a micro company located in a remote part of rural Cumbria, provides engineering consultancy and R and D and also owns holiday properties in nearby villages.

We use mobile phones to keep the business running whilst on the move in weather conditions which are sometime very poor, to send and receive texts and to access internet away from the office.

Our experience is satisfactory when the service is available but frustratingly bad overall due to coverage limitations.

We have no coverage indoors at our office, outdoors over large stretches of road and in villages where we travel regularly and on some of our clients premises in Surrey. In some of the hotels we use the internet performance is increasingly slow.

We regularly receive texts and voice messages days after they were sent as we drive into coverage.

In order to reduce the risk of no coverage we use 2 different networks.

We strongly believe that the MNOs should collect data on failed call attempts, dropped calls and delayed delivery of texts and voice messages. Where the phone was located during these failures should also be monitored.

The internet connections are increasingly slow and unstable in urban as well as rural locations. The geographic performance is more important than the maximum headline speed above a minimum usable level.