

I live in SY4 and have a broadband speed of about 2 mbps at best. Ofcom's checker states an average speed of 3 mbps for my postcode. This speed is well below the national average and, what I understand, is my legal right to receive a speed of at least 10 mbps. However, Shropshire Council and BT have no plans to improve my broadband speed. I am told that it is not financially viable because I live in a rural location. This is totally unacceptable. The Government is making a promise but failing to deliver it. We are never told that everyone will receive a fast broadband speed providing it is profitable for BT (Open Reach). I feel that I and other people in my situation - or worse - are being misled. Everyone should mean everyone. Please can you help me and others to receive a decent broadband speed. My current speed is terrible and not what should be expected in a developed country. Thank you in anticipation of your help.