NOMINET

Digital Futures:
Connectivity Report
Home and mobile internet satisfaction across the UK

Nominet's Digital Futures research seeks to encourage debate on what matters most, as we chart a course towards a vibrant digital future in the UK. Nominet's position as the company behind the .UK internet infrastructure means it can offer a unique perspective on the digital progress of the UK.

We polled people all over the UK to find out how satisfied they are with their **home and mobile internet connectivity**.

This is what we found...

Speed and reliability

46%
Fewer than half say their home connection is easily able to cope with their needs

14%
Say their home connection is 'a bit slow' or 'way too slow'

66%
Two thirds admit they don't know how fast their connection should be

18%
Say they can't rely on local mobile internet for anything beyond basic tasks

79%
Have experienced reliability issues with their home connection in the past year
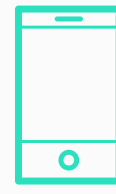
9%
Say reliability problems happen all the time

Satisfaction across the UK

Home Reliability

North East	86%
East of England	81%
West Midlands	80%
East Midlands	80%
Wales	78%
South West	77%
Scotland	75%
North West	75%
South East	75%
Northern Ireland	75%
London	71%
Yorkshire and the Humber	68%

Mobile Reliability

West Midlands	78%
North East	74%
East of England	73%
Scotland	70%
North West	70%
East Midlands	68%
Wales	68%
London	67%
Northern Ireland	67%
Yorkshire and the Humber	65%
South East	61%
South West	60%
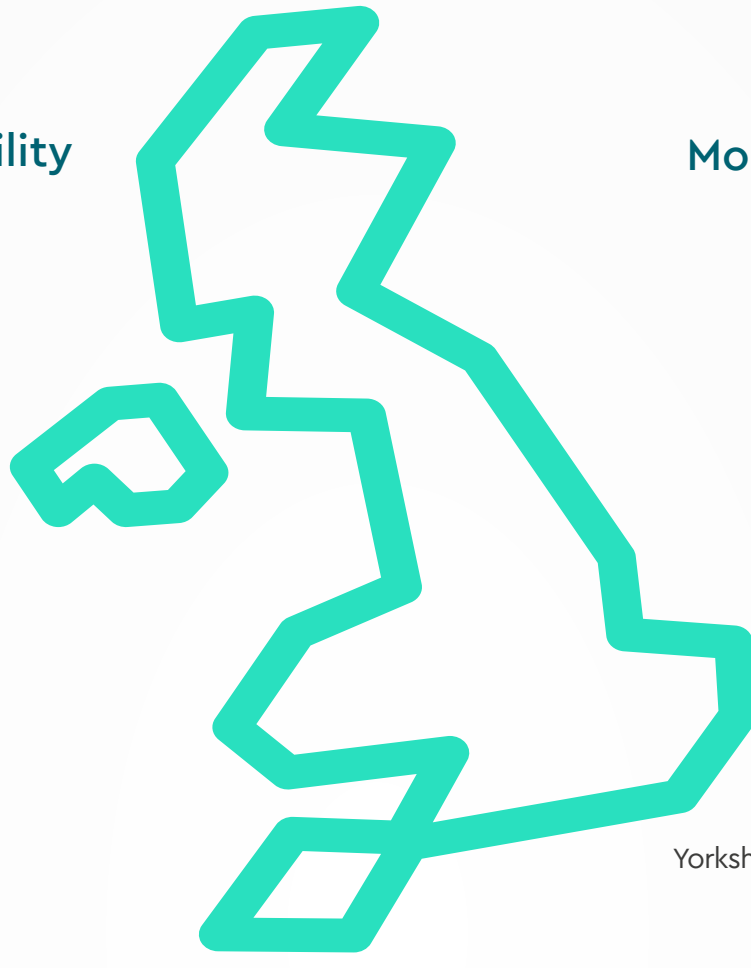
The impact of poor connectivity

48%
Only 48% can work from home without difficulty with their connection

50%
Only 50% can stream music without difficulty from their home connection

53%
Only 53% can post or read on social media on a mobile connection without difficulty

11%
11% worry their children's future will be impacted by inadequate internet access

29%
29% say poor internet has affected their community

How do they want connectivity to improve?

60%
Would rather have a **consistently reliable internet connection** at home than a faster one

66%
Believe the industry should focus on delivering **consistent internet coverage across the whole country** rather than faster but geographically limited speeds

About the research

About Nominet

Nominet is driven by a commitment to use technology to improve connectivity, security and inclusivity online. For over 20 years, Nominet has run the .UK internet infrastructure, developing an expertise in the Domain Name System (DNS) that now underpins sophisticated threat monitoring, detection, prevention, and analytics that is used by governments and enterprises to mitigate cyber threats.

The company provides registry services for top level domains, and is exploring applications for a range of emerging technologies including autonomous vehicles and TVWS – connecting rural areas with broadband.

A profit with a purpose company, Nominet supports initiatives that contribute to a vibrant digital future and has donated over £47 million to tech for good causes since 2008, benefitting more than 10 million people.

nominet.uk