



Case Study – Jacq’s Story

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Jacq Cliff of Kingsley near Frodsham

Jacq lives in Kingsley with her partner and three primary school aged daughters. Here is her story: “I live in Kingsley with my partner and our 3 primary school aged daughters. On switching providers a year ago, our broadband speed dropped from 6Mbps to consistently under 1. The provider was unwilling, or unable, to make the changes to increase the speed. With the speed allocated to us we had been unable to utilise any kind of film streaming or iPlayer. To watch anything on youtube involved sitting down with tea and biscuits - and a lot of patience! Even any iTunes and iPhone upgrades had to be left running overnight.



I think as a family we gave up a bit on technology, so I watched with interest as the Connecting Cheshire project and on our village website and Facebook groups where it was heavily promoted. Through the Connecting Cheshire Facebook group, I was able to find out when fibre was available and placed my order straight away.

The difference has been amazing. We no longer have to wait for any of our devices to connect, and it turns out our smart tv has functions other than freeview! I can connect to work successfully and the girls are now able to do their maths homework online. We are now considering getting rid of our satellite TV in favour of Freeview and on-demand TV and films. Fibre is saving us time, and opening up new possibilities.”

