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Mr Jon Merrick, Chair,
Llandudno Business Forum,
By email

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Private and Confidential

Re: Mobile Signal

Dear Jon,

Thank you for taking the time to contact me with regards to our shared concern about mobile signal in Llandudno.

It is positive that residents of Aberconwy continue to pursue improved coverage. I would like to draw your attention to the findings of a recent survey of 289 individuals that I recently conducted. The results are stark.

According to Ofcom, the indoor mobile signal in Llandudno is "limited," and while the outdoor signal is considered "likely," our survey suggests otherwise.

Many respondents reported that the poor signal negatively impacts their business operations. One resident mentioned, "I am unable to run a business effectively as staff are on call and uncontactable," affecting their ability to stay open. Taxi drivers supporting tourists face similar challenges, as one noted: "The lack of signal affects my card machine in my taxi." Additionally, the ageing population in Wales has increased the demand for medical services and reliable connectivity.

30% of respondents are worried about their children's safety, 29% reported a direct or indirect impact on their businesses, and 21% raised health concerns due to limited connectivity. Given the reliance on technology, a comment raised by one resident seemed to summarise the situation perfectly: "the rest of the world is talking about AI. Llandudno still lacks the infrastructure to make a simple mobile phone call". This data has been used to contact the major telecommunication providers, namely EE, Three, Vodafone, and O2.

You can be sure that I will update you as soon as there is a response. In the meantime, should you think a meeting beneficial, please call my team on 01492 871198 to make arrangements.

Kind regards

Janet Finch-Saunders MS/AS

