



Key Message



Superfast Broadband

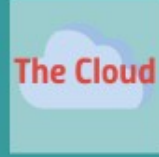
Upgrading & ISP's

Going Online
Training & Support

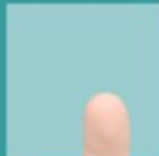
Public Services & Health



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Maximise your Speed



The End



Cumbria has Economic & Social Challenges

- **We have a low wage economy**
 - **25% of Workforce earn Living Wage (or less)**
- **Families and Young People are moving away from Cumbria**
 - **Population forecast to decline by 2% by 2039**
 - **Working Population reducing by 15.9%**
 - **Population 65+ will increase by 40%**
- **Disability, Healthcare & Support Needs are increasing**
 - **20% of population has a disability/healthcare need**
 - **50% of population over 65**
 - **50% over 65 are single person households**



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The Internet has transformed how we work, keep in touch, find information and spend our leisure time.
Making better broadband available to people across Cumbria has real economic and social benefits

We want to help everyone gain the skills and confidence to use the internet to

- **Support Business & Economic Growth**
 - **Create new Business Models & Opportunities**
 - **Learn new Skills & Gain new Qualifications**
 - **Search for better (and better paid) Jobs**
- **Shop Better, Get better deals & Services**
- **Stay in touch with family and friends**
- **Get support to be more independent longer**
- **Find out more about benefits, services and finance**
- **Keep Safe On Line**

*Internet Access
has real economic
benefits to users**

*Internet Access has real economic benefits to users**

- Value to new online users is **£1064 p.a**
- An Advanced User benefits by **£1756 p.a**
 - A "Professional" user by **£3658**

Business that goes on line grows **200%** faster, creates **twice** as many jobs and **50%** trade outside the region

The more professional users in Cumbria, the more we benefit

*www.justeconomics.co.uk



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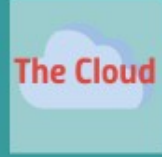
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The Story so far....

- Fibre Broadband delivered to **123,000** premises
- With Commercial rollout- **93% coverage**
 - **91.6% superfast**
 - over **3000 FTTP**
- Average Available speed in Cumbria **59mbs**

www.connectingcumbria.org.uk/where-and-when

Next Steps

- 11,000+ to come - Programme runs to 2018

Most get superfast via FTTC

- Fibre to the Cabinet - up to 80mbs speeds

3000+ will get FTTP

- Fibre to the Premises >330mbs

Why Superfast Broadband?

The way we use the internet is changing-

- In the UK Netflix = 20% of downstream traffic
- In USA Netflix & Youtube = 50% of downloads
- Filesharing (Files, Videos & Music) is a fast growing slice of upstream traffic

Nearly 50% of internet traffic is entertainment and it's impacting the "business day"

It's not just about download speeds-

- Standard broadband has upload speeds of @356kbs
- Fibre broadband offers better upload speeds- 25% of download speed
 - 80mbs download > 20mbs upload

Improves Video and Voice Calls, File Uploads, Sharing, Gaming, Cloud Services.....



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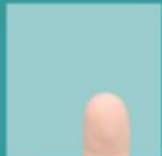
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Service Providers & Upgrades

BT makes superfast broadband available to all internet service providers (ISP's)

- But Superfast will need to be ordered. Your existing broadband will not be automatically upgraded when superfast is delivered to your area!

Compare Service Providers for Price and for Service Quality!

- Some Providers will not offer superfast broadband in all areas so check availability via Connecting Cumbria website first
- Check with 2 or 3 comparison websites for the best deals in your area
- Single websites will not show all the available deals

Considerations

Upgrading is fast and easy!
Moving between SP's is fast and easy!

Considerations

What to ask your ISP

- What Actual Speed will I get on my line/service?
- Are there Guaranteed Fix Times?
- Can I escalate a fault for faster fix?
- Free Helpdesk Contact Numbers?
- Any Contention on the service?
- Do you use Traffic Management to restrict speeds?
- What are the End to End response times?
- Can I keep my email address & telephone number?
- Any Free services? (i.e VOIP calls, Cloud Storage)
- Any problems with interference/ weather impact?
- Are there data download limits? What happens if I go over my limit?

Download from: www.connectingcumbria.org.uk/digital-inclusion



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Online Services & Solutions

More Information, Handouts and Support

www.connectingcumbria.org.uk/digital-inclusion

Search "Connecting Cumbria"

Getting Online

- go-on.co.uk
- DigitalUnite.com
- Barclays.co.uk
- BTplc.com/BetterFuture

Free Training

- BBC.co.uk/learning
- futurelearn.com
- Openculture.com
- KhanAcademy.org

Business & Job Skills

- Alison.com
- elearnuk.co.uk
- UKOnlinecentres.com
- MITOpenCourseWare
- Microsoft Virtual Academy

Chargeable

- Harvard
- Open University
- Oxford
- Cambridge
- Most UK Universities & Colleges

Local Training & Support in Cumbria

- Barclays Digital Eagles
- Doteveryone.org.uk
- Community Development Centres
- Argos
- Talk Talk Digital Champions
- BT Barefoot Computing
- Online for Business
- EON North West Digital Champions
- Age UK
- University of 3rd Age
- UK Online Centres
- Libraries



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Public Services & Benefits

Unemployed, sick, dependent children, ill health or disability

- You may be entitled to benefits
- More information is often only available on line

www.workingrights.co.uk

www.citizensadvice.org.uk

www.gov.uk/benefits

www.welfarerights.net

Public Services

Access local and national public services

- reserve a library book
- download a library book
- pay your TV licence or council tax
- apply for or renew a passport or driving licence
- submit your tax return
- make a Power of Attorney

www.gov.uk/
www.cumbria.gov.uk

Education

Answer questions on your child's education

- Standard of their school
- Subjects they learn www.cumbria.gov.uk/schooldata
- What's happening this term

Health

Help & Advice for Health problems

GP Online Services-

www.nhs.uk

- Appointment booking
- Ordering Repeat Prescriptions
- Access to summary information in records
- Allergies, Medications, Immunisations

In future GP's will offer

- Results, Diagnoses, Treatment Codes & Referrals
- Video Consultations

Health, Social Welfare & Support

- Safe Patient Systems www.nhs.uk/Planners/Yourhealth/Pages/Telecare.aspx
- Facelook- TeleHealth <http://facelook.org.uk/home.htm>
- CareTech Telecare www.caretech.eu/
- Canary Care www.canarycare.co.uk/
- Lok8U Freedom Device www.lok8u.com/
- Withings Health Apps www2.withings.com/uk/en/
- Neurosky <http://neurosky.com/>
- 3Rings www.3rings.co.uk/



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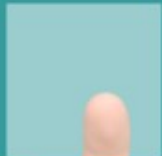
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Getting On Line doesn't have to be expensive!

Buy an Intel Compute Stick for your TV



Turn Your TV into a Computer

**Other
Options**

- Refurbished Laptops & Tablets
 - 50% of New price
- Generic PC's & Tablets
 - 50% less than well known brands
- Chromebooks
- Cost effective and good
- "Built in" upgrades & updates (inc security)



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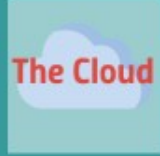
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Media & Entertainment

New On Demand Services

- iTunes
- Now TV
- BBC iPlayer
- ITV Player/4OD/Demand 5
- Netflix
- Amazon Prime/Music
- Funny or Die
- You Tube
- Curzon Home Cinema
- Youview
- Google Play





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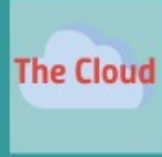
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Saving Time & Money

Make and receive **free** voice and video calls, share files, photos and videos using your **laptop, tablet or smartphone**

VOIP Phone



USB Phone

- Skype
- Jabber
- Google
- Vonage
- WeChat
- Facebook





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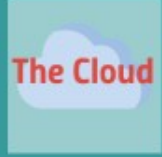
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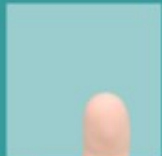
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The Cloud

Internet based solutions that let you.....

- Use Free, Secure Email- Google, Hotmail/Windows Live, Apple etc.
- Instant Messaging & email- Skype, Google+, Facebook Messenger, Snapchat etc
- Free software and apps- Google Apps, Hangouts, Prezi & more
- Cloud Storage- Apple, Amazon, Google, Microsoft, Dropbox (and most ISP's)
- Desktop and Collaboration- Skype, WeTransfer, Google etc



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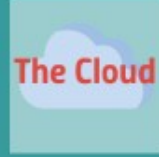
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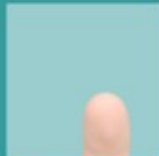
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Keeping Safe on the Internet

- **Wifi**- security software is essential on all devices & when using public Wifi
- **Wireless Routers**- Use installed security & set up strong password.
 - Change the Admin ID and Password on your router and any devices (i.e webcams/home security/heating)
- **Free Internet Security Software**- www.filehippo.com or <http://tinyurl.com/Ingotur>
- **Security and Scams Advice**- www.getsafeonline.org or <https://www.ncsc.gov.uk/>
- **Scams & Phishing** - Check the Handouts or ConnectingCumbria.org.uk/digital-inclusion
- Use **Encryption** to protect sensitive data (or even your entire hard drive)
- Change your **passwords** regularly and don't use the same one for everything
- Use a **Password Management tool** (inc. in security software, Windows 10, Apple, Google....)
- Look for websites that use **https://** (Load **HTTPS Everywhere** on Chrome based browsers)
- Use more secure web browsers (**Edge, Chrome, Firefox -Chrome based**)

Social Engineering tops the list of popular hacking methods

81% of all global businesses state they have been Socially Engineered

79% of all Social Engineer attacks via face-to-face and phone are successful

89% of businesses state an employee as the source of a major security issue

Gathering Information using

- Phone
- Google
- Facebook
- Linked In
- Twitter
- Peek You
- 192.com
- Surveillance
- Mail
- Bins

Main methods of attack

- Phishing- Spear Phishing
- Whaling
- Ransomware
- Social Media
- Bin "Diving"
- Phone "Vishing"
- Face to Face
- Text Messaging "Smishing"



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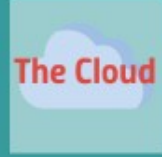
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Around the House

- Use **Powerline or Homeplug** adaptors to connect broadband around the house (or office)
 - Uses the ringmain to "broadcast" the signal
- **Wifi Hotspots** use the same technology and improve "not spots"
- **Wifi Extenders** when you have separate ringmains (more than 1 fuse box)
- **Wifi Mesh** is the new solution, but more expensive
- **Wifi Extending Electrical Sockets**
Look for 1000mb/1GB speeds





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WiFi

- Get a really good WiFi router with more than 1 aerial
- **802.11ac** is the latest standard and runs at **1GB** speeds
- If your **PC, Tablet or Smartphone** also uses **802.11ac** wifi then your wireless speeds will be the same as your broadband speed
- If not then use an **Ethernet** cable for bandwidth hungry apps like VOIP, Streaming and File Sharing

• Make sure that your PC/Tablet software drivers are up to da...

- Make sure that your PC/Tablet software drivers are up to date
 - Make sure that your Wifi standard matches your router wifi
 - Clear your internet browser cache regularly
- Search "clearing browser cache"



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Maximise your Speed

- Check your broadband speed regularly
 - Don't rely on just a single checker
- **Always** leave your router plugged in and switched on

If you are over 1.2km from the cabinet, speeds will slow down

Routers

- This is "long line broadband"
- You can improve things by using routers that work better on long lines
- Search "**long line broadband routers**" for more stable service and better speed

Routers

- Plug router into the **Master socket**
- Make sure the **ADSL filter** is OK
- or fit a **Filtered Faceplate** →
- or use a **Broadband Enhancer**





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Any further questions info@connectingcumbria.gov.uk

