

Radyr and Morganstown Community Council
Old Church Rooms
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20 October 2019

Eleanor Marks
Director for Wales
Ofcom
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Annwyl Eleanor

Radyr and Morganstown Community Council: Survey of mobile phone signal strength: June to October 2019

Please find enclosed the results of an online survey we arranged, seeking the views of Radyr and Morganstown residents about mobile phone signal strength across the community.

We conducted the survey following anecdotal evidence that many mobile phone users struggle to secure a good signal across much of the area.

As you can see, the survey results seem to confirm the anecdotal evidence.

I understand that Ofcom is charged with ensuring that people get the best from their mobile services (as stated on your website: <https://www.ofcom.org.uk/about-ofcom/what-is-ofcom>).

I would be interested to know if you agree with us, that our results indicate that further action is required to investigate mobile phone signal strength across Radyr and Morganstown.

We would also like to discuss with you what should be done to improve the situation.

I would be happy to meet with you to discuss the above.

Thank you - and best wishes.

Huw Jones

Cllr Huw Onllwyn Jones

Chair

Radyr and Morganstown Community Council