

From: FOI-Economy and Transport/Rhyddid Gwyb-Economi a Thrafnidiaeth
Sent: 20 December 2017 11:10
To: 'request-330350-9230aa26@whatdotheyknow.com'
Cc:
Subject: FW: ATISN 10404 - - FOI - Internet in Wales complaints - JANUARY 12th 2018 (A20532853)

Dear ,

I refer to your request for information about the number of complaints received regarding the 'Wales Internet' and subsequent correspondence. Please find attached information which sets out the number of letters or emails relating to poor broadband availability or performance received in the year to 1st April 2016 and handled via the Deputy Minister for Science and Skills correspondence channel. The information is logged on a county by county basis, noting location within the county, as set out in your original request.

Please direct any replies to FOI.EconomyandTransport@gov.wales.

Cofion/Regards,

Uned Busnes y Llywodraeth / Government Business Unit
 Adran yr Economi a Thrafnidiaeth / Department for Economy and Transport
 Llywodraeth Cymru / Welsh Government
 QED Centre, Treforest, RCT, CF37 5YR

"Internet complaints in Wales" - 1st April 2015 - 1st April 2016		
Local Authority	Complaints	Towns
RCT	3	Treforest (1)
		Cwmamm (1)
		Maerdy (1)
Gwynedd	19	Llawrbetws (1)
		Pwllheli (2)
		Dinas (1)
		Llanfairfechan (3)
		Harlech (4)
		Porthmadog (1)
		Port Dinorwic (1)
		Penrhyndeudraeth (1)
		Rhyd a Llanfrothen (1)
		Dinas Mawddwy (1)

		Dolgellau (2)
		Abersoch (1)
Vale of Glamorgan	13	Welsh St Donets (1)
		St Mary Church (2)
		Cowbridge (3)
		Wick (1)
		Not known (4)
		Pennarth (1)
		Ystradowen (1)
Monmouthshire	26	Lydart (3)
		Chepstow (2)
		Llanvetherine (2)
		Abergaveny (1)
		Nantyderry (1)
		Monmouth (2)
		Little Mill (1)
		Caerwent (1)
		Not Known (3)
		Mitchel Troy (1)
		Raglan (5)
		Usk (4)
Neath Port Talbot	2	Tonmawr (1)
		Margam (1)
Carmarthenshire	10	Abergwili (2)
		Ammanford (1)
		Meidrim (1)
		Llanelli (1)
		Llandysul (1)
		Llanwrda (1)
		Llandovery (1)
		Newcastle Emlyn (1)
		Cynwyl Elfed (1)
Flintshire	18	Bwlchgwyn (1)
		Deeside (2)
		Rhydtalog (3)
		Saltney (1)
		Pennyffordd (3)
		Mold (3)
		Connah's Quay (1)
		Pantasaph (1)

		Rhydtalog (1)
		Holywell (1)
		Gwaenysgor (1)
Powys	19	Buttington (1)
		Crickhowell (1)
		Tirabad (1)
		Llangammarch Wells (2)
		Brecon (5)
		Llanafan-Fawr (1)
		Cefn Coch (1)
		Builth Wells (1)
		Michaelchurch on arrow (1)
		Pennorth (1)
		Llanwrthwl (1)
		Welshpool (2)
		Llandrindod Wells (1)
Conwy	27	Glan Conwy (9)
		Eglwysbach (2)
		Maerdy (1)
		Llanbedr y Cennin (2)
		Llanfihangel Glyn Myfyr (1)
		Acrau Hirion (2)
		Cwm Penmachno (2)
		Not Known (4)
		Betws y Coed (1)
		Henryd (1)
		Rowen (1)
		Llanfairfechan (1)
Bridgend	7	Coity (3)
		Pyle (1)
		Bridgend (2)
		Brackla (1)
Herefordshire	1	Kington (1)
Ceredigion	11	Aberystwyth (7)
		Chancery (1)
		Lampeter (1)
		Llandysul (1)
		Blaenpennal (1)
Anglesey	2	Llanfairpwllgwyngyll (1)

		Holyhead (1)
Wrexham	9	Wrexham (6)
		Pentfadow (1)
		Moss (1)
		Acrefair (1)
Swansea	15	Morriston (1)
		Penmaen (1)
		Gowerton (2)
		Pontadawe (1)
		Not Known (1)
		Abercrave (1)
		Reynoldston (1)
		Swansea (5)
		Coelbren (1)
		Fabian Way (1)
Pembrokeshire	6	Hermon (1)
		Llwyndrain (1)
		Preselis (1)
		Boncath (2)
		Clunderwen (1)
Torfaen	2	Pontypool (2)
Unknown	2	NA
Cardiff	2	Cardiff (2)
	194	