

Problems with broadband and postcodes?

Some churches have had problems getting a broadband connection installed because they don't have a postcode. We have been in touch with DCMS, the government department responsible for telecoms, BT and Openreach, all of whom are being very helpful in trying to address this problem.

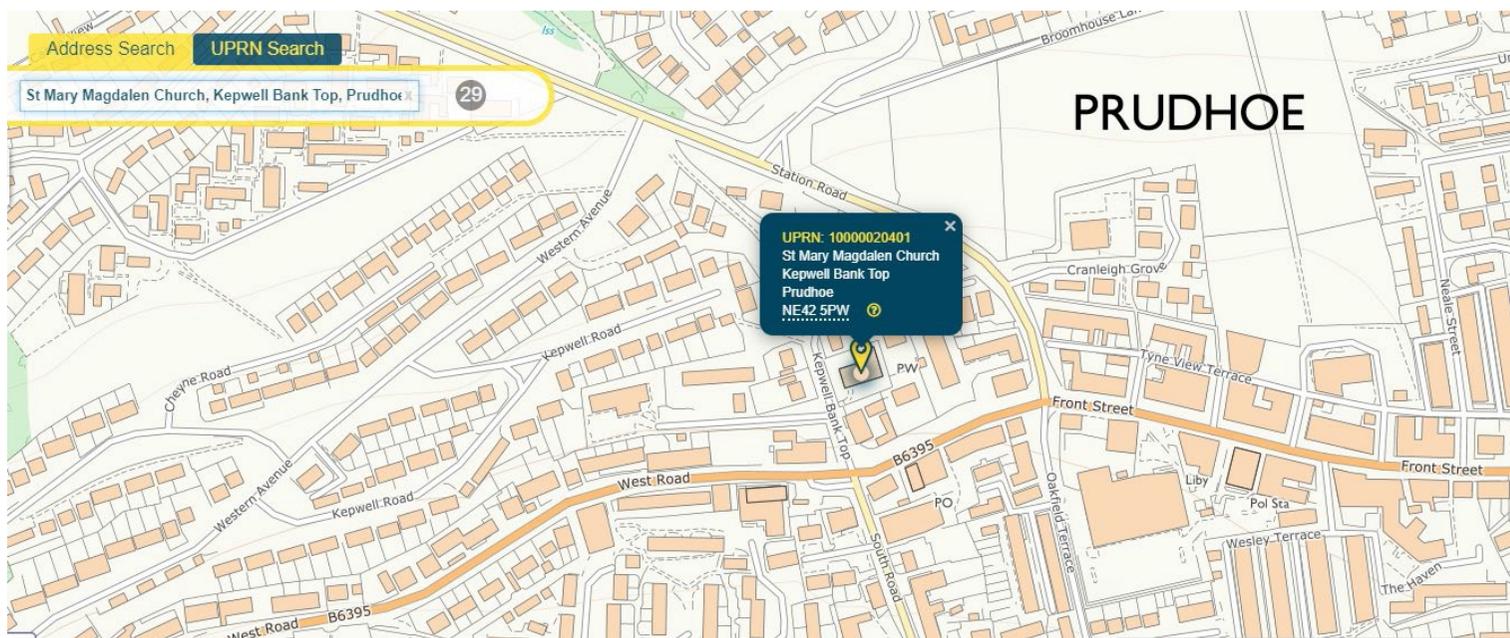
DCMS have shared Ofcom's statement with us:

"We have moved away from using postal addresses in our broadband USO implementation and Connected Nations reporting; instead we are now using the Unique Property Reference Number (UPRN) approach. This should result in churches without postcodes being recognised as a property structure in terms of our reporting on broadband connectivity, and the database that BT uses to assess broadband USO eligibility.

If a church does not currently have access to decent broadband, they may be eligible for the Broadband USO. The broadband USO gives premises the right to request a decent broadband connection (defined at 10Mbit/s download and 1Mbit/s upload) subject to a set of eligibility criteria. You could direct churches to this link <https://www.bt.com/broadband/USO> where they are able to check if they may be eligible for the broadband USO. As noted above, this is checked at UPRN level rather than at postcode level. If a service is already available from BT or another provider to this address, BT should be able to inform the requestor and provide contact information as required.

I will be contacting BT/Openreach directly to understand if they are using mail delivery as a criterion for new broadband roll-out/contracts and if so, why this may be the case."

In the meanwhile, churches seeking broadband can easily provide their Unique Property Reference Number (UPRN) to suppliers, including BT or [Parish Buying suppliers](#), when seeking broadband service. It is simple to obtain by providing details on <https://www.findmyaddress.co.uk/search>. This should speed the process up considerably.



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