



## Selecting an Internet Service Provider (ISP)

The e-Sussex project is an infrastructure (capital) project. It does not provide retail packages to consumers – these are sold by Internet Service Providers. The UK now has a large number of ISPs offering services with a variety of technologies and price points, either on independent networks or re-selling others. Once fibre infrastructure is in place you may wish to stay with your existing ISP or look around to see if there is anyone else who is offering services in your area (not all ISPs will offer products in all areas – this is a commercial decision made by them).

You can contact other providers direct to ask about their services – either by phone or online using their websites.

USwitch publishes a guide about how to choose broadband

They say:

*When it comes to choosing a broadband package, there are a whole range of criteria to consider. Alongside speed and cost, customers will need to think about matters such as download allowances and contract length. The most important factor in choosing a broadband package is what kind of user you are. Once you've established this, you'll find it much easier to find down a package that meets needs.*

### Broadband for beginners:

*If you're just starting out and don't know yet what you'll use the internet for, it's a good idea to choose an entry-level broadband service. This way, you'll avoid paying for superfast speeds that you may not need if all you're doing is checking e-mails or watching the odd YouTube clip.*

*Starting out small and working your way up is a better bet for beginners than buying too much: If at a later date you find you need a faster, more expensive broadband product with a substantial download allowance to match, providers will happily allow you to upgrade mid-contract. Downgrading from an expensive product to a cheaper one generally isn't permitted, however.*

*Almost all providers offer some kind of low-cost option that's ideal for beginners.*

### *Broadband for movie and TV buffs and gamers*

*If you enjoy downloading HD movies or if you make extensive use of TV streaming services like Netflix or Amazon Prime Video, you're classified as a heavy user. The same goes for if you use peer-to-peer software a lot, are a big fan of online gaming or are constantly streaming or downloading music.*

*If this sounds like you, it's important that you select a package with an unlimited download limit. That means you'll be free to enjoy the web as you want to without worrying that you'll exceed your allowance and run up extra charges or have a slower connection imposed on you by your provider.*

*Heavy users may want to consider paying extra for fibre broadband. Fibre is faster than standard broadband and means you'll be able to download movies, music and games a lot quicker so you'll have more time to do whatever it is you like doing.*

*Most providers offer unlimited download options, especially with fibre broadband products, nowadays*

### *Broadband for families*

*Families are also almost certain to be heavy users, especially in homes with teenagers who've grown up with the web.*

*With four or more people in a household, all of whom are likely to be using a range of web-enabled gadgets and going online simultaneously, you'll find it's easy to eat a hole in your web allowance and put a strain on your connection at busy times. You'll likely want to sign up for the heavy use broadband products we've recommended for gamers and movie buffs in the above section.*

### *Broadband for students*

*Student broadband is designed with multiple occupancy households in mind. For that reason, student broadband packages typically feature unlimited download allowances.*

*What sets student broadband apart from heavy use broadband, though, is that contracts last nine months instead of the 12-month or 18-month terms that usually apply. The shorter*

*contract term means students don't have to pay for broadband during the long summer holiday, during which time they're likely to be at home and not occupying their student digs.*

### *Broadband for businesses*

*If you run a business, you're probably better off signing up for a broadband package that's tailored to the needs of enterprises.*

*Business broadband packages differ from standard consumer deals by including extras such as static/fixed-IPs, webspace and e-mail addresses that feature the name of your business. They also offer business-grade security to keep sensitive information away from prying eyes, and you'll also get better customer support to minimise the financial impact if your connection goes down.*

For the full article, see

[https://www.uswitch.com/broadband/guides/how to choose broadband/](https://www.uswitch.com/broadband/guides/how_to_choose_broadband/)

The following price/package comparison sites may also be useful:

<https://www.moneysavingexpert.com/>

[www.moneysupermarket.com/broadband](http://www.moneysupermarket.com/broadband)

<https://www.broadbandchoices.co.uk/>

<https://www.broadbandswitch.co.uk/>

<https://www.cable.co.uk/>

<https://comparefibre.co.uk/>

<https://www.choose.co.uk/compare/broadband/>