

# Helping the country stay connected

**Together, our businesses provide telecoms services to the entire country.**

**In these unprecedented times we recognise that our connectivity has never been more vital as we connect public services, help people to work, learn, stay in touch with family and friends, and be entertained.**

We know the responsibility that rests on our shoulders. We're confident that our networks are up to this important role, and we're working tirelessly to make sure the UK stays connected.

But our networks can't run themselves. It requires tens of thousands of people to work around the clock to fix problems, monitor performance and answer customer calls and queries. Without them, our services would grind to a halt.

So while we're confident our systems are robust, we also ask for your understanding.

As usage increases in the coming weeks and months, it's likely to take a little longer for queries to be answered and issues to be resolved. This doesn't mean we won't fix problems or help our customers; it just means that it might take us a bit more time as we do everything we can to keep the UK connected.

To help you get the most out of your home and mobile connections, no matter who your provider is, we'd like to share some top tips to help you fix some of the most common issues:

- **Make sure your router isn't hidden away or on the floor and is kept away from other electronics – these can interfere with WiFi signals**
- **Restart your router if problems persist and regularly reconnect devices like your phone, tablet and laptop to WiFi**
- **Consider making calls on your mobile over WiFi using popular apps such as WhatsApp, FaceTime, Skype and Facebook Messenger or use a fixed line**
- **Try turning your phone off and on again to refresh your network connection or toggle your flight mode on and off**
- **Check your provider's website for specific tips and support (search: provider name + "help"). If you're having mobile signal problems, check for any issues in your area using your provider's online status checker or mobile app**
- **Get further advice on maximising your broadband and mobile connections from Ofcom by searching "Ofcom Stay Connected"**

Please stay safe and at home whenever you can. We'll keep working together to keep you all connected and tackle whatever comes our way.

**#stayconnected**



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**Ofcom**  
stay connected

openreach  
Connecting you to your network



TalkTalk  
For Everyone

