

Advice on Improving Mobile Phone Signal and Use of Boosters

If the signal in your home is not great, you should speak to your provider and log it with them. They should be able to let you know of any service or maintenance works which could be affecting performance and provide practical advice on how to improve your signal.

You should be aware that there are many factors which can affect your signal, some of which are out of the provider's control. For example, there could be obstructions in and around your home such as the building materials, which reduce the signal. You could be situated far away from a mast, or the problem could be with the device that you are using.

Signal Boosters

A tempting solution to improve your signal could be to purchase a signal booster, but you should be aware that many signal boosting products available from the internet can cause significant interference problems and as such, are unauthorised. Some websites state that the products are exempt from the UK regulator Ofcom's regulations, but they are not.

For further information please refer to guidance issued by Ofcom:

(<https://www.ofcom.org.uk/phones-telecoms-and-internet/coverage/mobile-repeaters>).

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