

# HEMPNALL PARISH COUNCIL



## *Winter 2025/6 Newsletter*

### ***New Defibrillator***

Hempnall parish council is pleased to announce that in cooperation with the Hempnall Trust a new defibrillator has been provided attached to the wall at the Mill off Mill Road (see picture). This is in addition to existing units located in the telephone box at the junction of the Street and Bungay Road and outside the village hall.



### ***Is your mobile signal poor or non-existent?***

If your mobile signal is not good the best thing to do is complain to your provider. If this doesn't provide a solution complain to Ofcom, The process is explained in detail on the Ofcom website: [Mobile phone service faults and problems](#)

Unfortunately, nothing is simple these days & even Ofcom won't look into individual faults/issues but it should impact the Mobile providers Best Network scoring, so hopefully it may influence them.

Most Mobile operators suggest checking their website for a coverage checker.

Some operators offer a service called WiFi calling where you connect your mobile to your homes WiFi & use what's called Voice over IP to make calls (VOIP) – This like most things these days uses the internet.

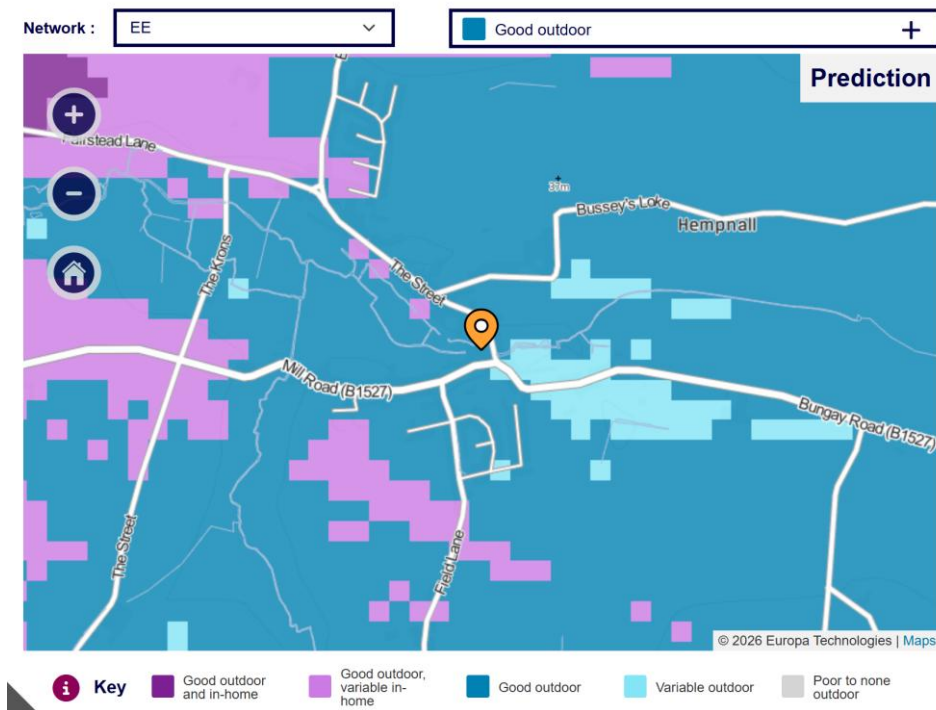
If you call or message your provider, they often try to suggest the issue is with your handset, but if it isn't you should stick to your guns & insist the service is poor.

There are only 3 main providers of Mobile Signals in the UK now, Vodafone3, VMO2

& EE (Vodafone & Three merged in 2025, O2 merged with Virgin Media in 2020 & EE is now owned by BT). All other operators are known as VMNO (Virtual Mobile Network Operators) & use the 3 main operators networks:

- EE covers BT Mobile and Talkmobile
- O2 covers Virgin Mobile, Tesco Mobile, Lycamobile and giffgaff
- Vodafone3 covers Asda Mobile, Lebara Mobile, VOXI, SMARTY and iD Mobile

In Hempnall the best coverage is from EE currently but even this is not great. The map below demonstrates expected coverage.

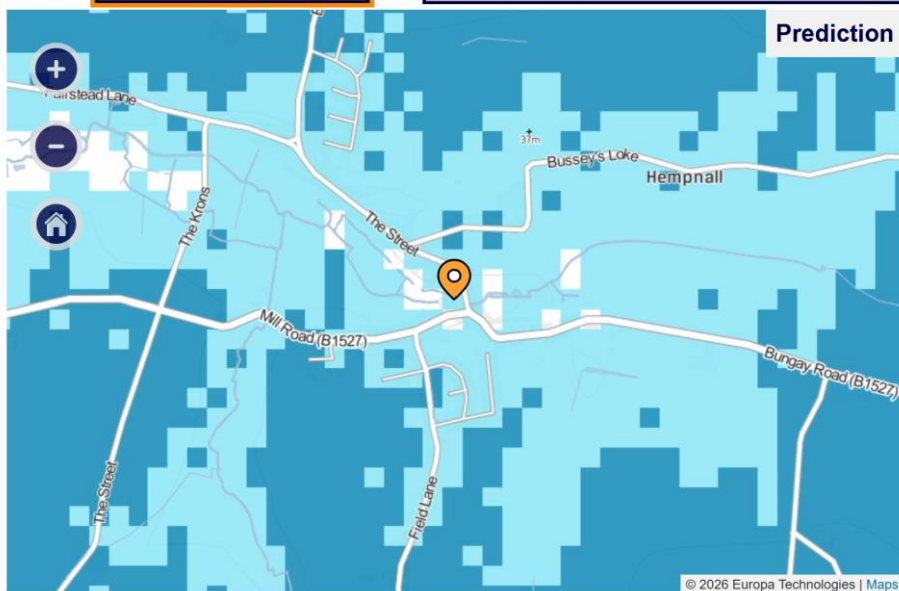


We encourage people to contact their providers if you have poor coverage, the more people who do so the better chance we have of the providers improving coverage in the area.

Network :

O2

Variable outdoor



Key

Good outdoor  
and in-home

Good outdoor,  
variable in-  
home

Good outdoor

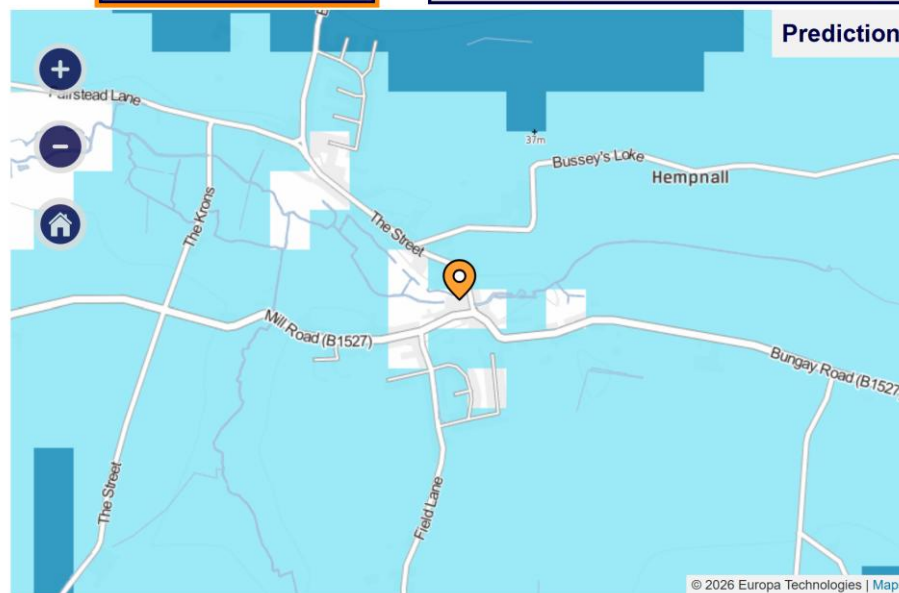
Variable outdoor

Poor to none  
outdoor

Network :

Vodafone

Poor to none outdoor



Key

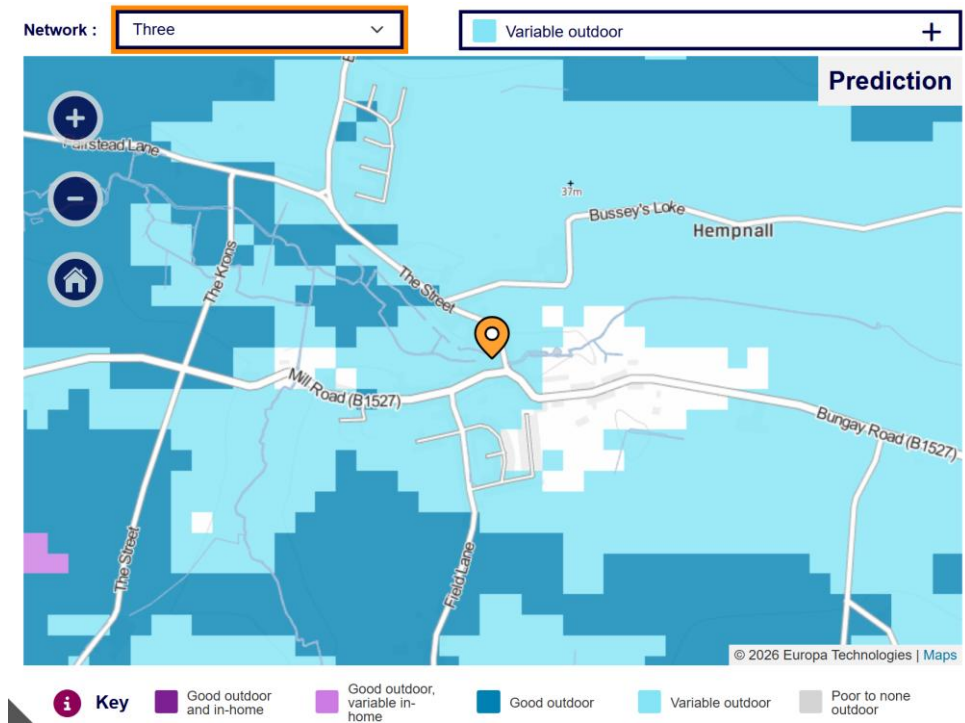
Good outdoor  
and in-home

Good outdoor,  
variable in-  
home

Good outdoor

Variable outdoor

Poor to none  
outdoor



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