



# Janet Finch-Saunders AC/AM

Aelod Cynulliad dros Aberconwy

Assembly Member for Aberconwy



Mr Alex Towers,  
Director of Policy and Public Affairs,  
BT Centre,  
*By Email*

Office of Janet Finch-Saunders AM,  
29 Madoc Street,  
Llandudno,  
LL30 2TL.  
01492 871 198

18 July 2019

Ref: MJ/JF0518

**Private and Confidential**

**Re: Mobile Signal, Ysbyty Ifan**

National Assembly for Wales,  
Cardiff Bay,  
CF99 1NA.  
0300 200 7454

[janet.finch-saunders@assembly.wales](mailto:janet.finch-saunders@assembly.wales)

Dear Director of Policy and Public Affairs,

I am writing with regards to concerns that have been raised with me about phone signal in the constituency I am honoured to represent at the National Assembly for Wales.

It is my understanding that your customers are unable to obtain mobile signal in Ysbyty Ifan. This is the source of significant disappointment as it has been alleged to me that an indication was previously made by your organisation that there was an ambition to improve signal in the area.

As I am sure you will be very well aware, use of mobile phones has become a necessity in most of our lives. For example, I understand that smart meters have been fitted in some homes in Ysbyty Ifan, but that these are unable to function due to the lack of signal. Also, the village sees a significant number of tourist annually, and therefore, the inability to use a mobile is a point of frustration.

Given the above, I would be grateful if you could kindly advise whether BT have any plans for improving and providing mobile signal for Ysbyty Ifan and the surrounding area.

Yours sincerely

**Janet Finch-Saunders AM/AC**

Mi wnaiff Janet Finch-Saunders cadw unrhyw wybodaeth bersonol yn gwbl gyfrinachol, ac fel arfer mi fydd rhaid iddi rannu'r wybodaeth 'efo aelodau o staff i'w galluogi nhw i ddelio 'efo'r awdurdodau perthnasol er mwyn eich helpu a'ch cynorthwyo chi. Efallai mi fydd angen i rywun ysgrifennu atoch er mwyn darparu'r wybodaeth ddiweddaraf o bwys. Gadwch wybod i ni os nad oes diddordeb gennych mewn cael eich cysylltu at y diben hwn.

Janet Finch-Saunders will treat in confidence any personal information which you may pass on to her, and she will normally allow her staff to see it, so that they can consult with relevant authorities in order to help and advise you. We may wish to write to you from time to time to keep you informed on issues which you may find of interest. Please let us know if you do not wish to be contacted for this purpose.

## Cynulliad Cenedlaethol Cymru

29 Madoc Street, Llandudno,

Conwy, LL30 2TL

[Janet.Finch-Saunders@cynulliad.cymru](mailto:Janet.Finch-Saunders@cynulliad.cymru)

[www.cynulliad.cymru](http://www.cynulliad.cymru)

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## National Assembly for Wales

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Cymreig**

**Welsh  
Conservatives**