

## Information about Internet in Portugal

Portugal has approximately 12 million citizens of which just over 2 million use the internet. Portugal as a country has less than 50% coverage for land based internet accessibility and less than 20% of the population has access to broadband services, many Portuguese only access the internet via their Portuguese registered mobile phones. There is fibre optic cabling being laid but less than 130,000 customers have access to this in the whole of Portugal.

Our installations of dial up routers with access to the internet are affected by a number of factors including: wet weather, hot weather, utility company works – i.e. digging up roads, moving of telegraph poles, or simply poor speed data downloads.

We cannot guarantee the capability or speed of the internet. Some days it can be fast and other days none existent access – this is a regular occurrence here.

We ask that you understand that we have only one provider of land based internet service - Portugal Telecom (PT), which is a government run organisation and does not offer the usual Northern European high standards of customer service. This means that if we note a fault we will log it with PT but there are no assurances when the fault will be rectified.

Also note that we have seen that the technology that you bring with you is not always compatible with the services provided here.

We have noted that in particular, iPads and Netbooks struggle with connecting to the router/internet and in most cases we've found it has been due to conflicts in the setup of the guest's equipment and not the router / internet here. **SandyBlue** cannot be held responsible for the internet accessibility of the equipment / computers that you bring with you on holiday nor can we be held responsible for a 3rd party service provider.

We hope you understand the issues with internet usage here in Portugal and hope that this information is of assistance to you. Your understanding is appreciated.