

**Cremation Service Webcast at South Essex Crematorium**

**We kindly ask that you read this notice in its entirety and forward to anyone who wishes to watch the service live.**

We would like to update you on some persistent technical issues and to advise you that due to high funeral demand and unprecedented pressure on the system, it is not possible, sadly, to guarantee that the provision of webcasts will work at this moment.  These problems, sometimes combined with the users own internet browser issues, means that approximately 30% of webcasts are currently failing.  We also understand that the more the log-in details are shared, the more likely it is to fail.

We are working with our provider, Wesley Media, to do as much as we can to try to help this situation, having recently upgraded our line to boost our broadband signal, but unfortunately it has had minimal effect on our download speed so we are still finding that many webcasts are failing.

The failure rate may indeed be higher than we realise and we are aware that on many webcasts there is substantial buffering.  We want to be absolutely clear, substantial numbers of families have been disappointed on the actual day of the funeral and apologise in advance if the webcast does not work; we would hope that you understand that this is something that is not within our control.  We would ask you to ensure that you tell anyone that you share the webcast log-in details with that the webcast may not work.

In the days following the funeral, you will be sent a further link to a download of the service, which will be available for seven days.  You may download this and save it to your hard drive.  If you are unable to view the service live ***you will still*** receive this link.  Wesley Media are currently dealing with up to 2500 webcasts daily, more than five times their normal numbers and we have found that the download link is taking up to 14 days to be sent to us, although Wesley Media’s Website states fewer.

In light of the above you may prefer not to share the log-in link to the live service with others, in order to forestall disappointment and instead to wait for the download link.  If you would like to cancel the webcast altogether, please let your funeral director know.  Please note that we currently have permission to offer a webcast, or from the 28 May 2020, a service recording download, at a reduced price due to restricted mourner numbers in our chapels.  Any other Wesley Media services ordered will be charged at our current published rates.