

Making switching easier and more reliable for consumers. Proposals to reform landline, broadband and pay TV switching between different platforms

In response to this consultation, I reply as an unfortunate customer who in all reality cannot switch my broadband or landline and can benefit from no bundled deals.

I live at a new development called Lyde Green in South Gloucestershire. Eventually there will be 2,500 new homes, and industrial park and 3 new schools in the new 'village' on the edge of Bristol with "fibre to the premise" (FTTP). As things stand we will all have no option but to use BT for landline and internet services for the foreseeable future. From what I understand, BT Openreach have connected the phone directly to the fibre, and no other provider other than BT Retail offers phones with this connection – in fact no other provider can "see" the phone line. We cannot switch phone provider, therefore cannot benefit from any completion or bundles from other providers offering internet, TV and phone packages.

There are only one or two other providers of FTTP, and none of the "main" providers such as Sky or TalkTalk. Our development does not have Virgin Media cable.

If the UK is to roll out FTTP to all new homes, BT will monopolise this market to the detriment of the consumer. Competition in the market is unquestionably absent at present with an absolute monopoly by BT Retail. I now pay around £15 a month more for my TV, internet and phone for pretty much the same service I had from another provider prior to moving house and there are no signs of any other provider entering the market.

I would question the reasoning behind why only BT Retail offer this FTTP phone service where legally BT Openreach have to open their network to all providers – it seems far to "cosy" an arrangement. It is not about making switching easier for us with FTTP, it is about making it possible at all.

Many thanks

Alastair Jack

[REDACTED]

[REDACTED]