

## Your response

Question	Your response
<p><b>Question 1:</b> Do you agree with our proposal to designate KCOM in the Hull Area?</p>	<p>Confidential? – N Yes, agree – but maybe have a different cost cap</p>
<p><b>Question 2:</b> Do you agree with our proposal to designate BT for the whole of the UK except for the Hull Area?</p>	<p>Confidential? – N Yes – seems to be only sensible option</p>
<p><b>Question 3:</b> Pursuant to paragraph 3(2)(c) of the 2018 Designation Regulations, are there alternative proposals from any other person to be designated as a Universal Service Provider instead of BT or KCOM?</p>	<p>Confidential? –N  There is the whole BT/Openreach issue. It would be better for Openreach to provide a USO service via their wholesale system so that other ISPs can order the services.</p>
<p><b>Question 4:</b> Do you agree that the threshold for an affordable price for the purposes of USO eligibility should be set at £45 a month (including VAT, connection charges, monthly payments and other broadband charges)?</p>	<p>Confidential? –N NO do not agree. You have recently issued a limit on wholesale charges which is a quarter of this – so why is it so high? This is for min 10mbps service not superfast – so the charge should be much lower. There is no mention about ‘unlimited downloads’. BT could charge £45 for just 100Gb/month and then ask £150 for unlimited and that would be OK? (the average usage is much higher than this already) Please increase the 100Gb/month to 500Gb/month to make the service worthwhile.</p>
<p><b>Question 5:</b> Do you agree with our proposed approach to how Universal Service Providers should check eligibility for the USO?</p>	<p>Confidential? – N  No - You mention ‘must not exceed £3400’ this means many will not be eligible and still left with a poor service. No also – because of the problem with public funded roll out of Wireless. Line of sight is often impossible in Rural and wooded areas and the prices don’t include a telephone service. Yet the Council say ‘your postcode can have a wireless service’ when it can’t.</p>
<p><b>Question 6:</b> Do you agree with our proposed approach to how Universal Service Providers should take account of shared connection costs?</p>	<p>Confidential? – N NO do not agree – I think there should be a max connection charge to the user. That is who you are supposed to be helping. You seem to be only helping BT with the costs, not the users.</p>

	<p>ALSO Shared charges (over £3400) will only work if others agree – that no mean feat.</p> <p>If every USO request is greatly above £3400 (highly likely) then this USO will be a waste of everyone’s time. There needs to be a system in place to implement broadband where the costs are greater than £3400. (e.g. Grants, industry subsidies, etc.)</p> <p>There is no mention of the ‘full fibre Britain’ work and that it is intended to be done on an ‘outside in’ basis, upgrading the worse connections to fibre first. This suggests that a USO should go hand in hand with providing ‘full fibre’ connections.</p>
<p><b>Question 7:</b> Do you agree with our proposed approach to informing consumers of the outcome of their USO request?</p>	<p>Confidential? – N</p> <p>No idea</p>
<p><b>Question 8:</b> Do you agree with our proposal to include a universal service condition requiring Universal Service Providers to raise awareness of the USO?</p>	<p>Confidential? – N</p> <p>Yes – because the eligibility criteria is too confusing when Wireless needs ‘line of sight’ which will vary from property to property.</p>
<p><b>Question 9:</b> Do you agree with our proposals set out above, including to set a timeframe of 12 months for the delivery of USO connections unless exceptional circumstances have arisen?</p>	<p>Confidential? – N</p> <p>NO</p> <p>It seems too long – 6 months would still be too long in my eyes but it should be definitely less than 12 months</p>
<p><b>Question 10:</b> Do you agree with our proposals on how exceptional circumstances should be defined and operate?</p>	<p>Confidential? – N</p> <p>No idea</p>
<p><b>Question 11:</b> Do you agree with our overall approach to ensuring USO connections and services are affordable, specifically on:  a) our proposal to introduce a two-part obligation imposing  (i) an equivalent pricing requirement, and (ii) a safeguard cap; and  b) setting the level of a safeguard cap at £45 per month (including VAT, averaged over the fixed commitment period, including any upfront connection charges, monthly payments and other broadband charges)?</p>	<p>Confidential? –N</p> <p>YES – I agree to be equal with other users (unlimited downloads)  YES – I agree to a cap too</p> <p>NO – the cap at £45 is too high for 10mbps. Are the prices are ‘including phone lines rentals’???</p> <p>This is important when ‘Airband’ want £40/month with no phone so you still have to pay another £20 for a phone.</p>
<p><b>Question 12:</b> Do you agree with our proposal to</p>	<p>Confidential? – N</p>

ensure that USO customers receive at least the same quality of service as non-USO customers?	YES agree
<b>Question 13:</b> Do you agree with our proposed approach to complaints handling and dispute resolution?	Confidential? – N No idea
<b>Question 14:</b> Do you agree with our proposal to approve the two Alternative Dispute Resolution schemes currently approved under the General Conditions (Ombudsman Services: Communications and the Internet Services Adjudication Scheme) for resolving disputes in relation to the USO?	Confidential? – N No idea
<b>Question 15:</b> Do you agree with our proposed approach to how the Universal Service Providers should report on their performance and maintain records?	Confidential? – N No – I think that they also need to record the number of requests below and above the £3400 threshold.
<b>Question 16:</b> Do you agree with our approach to how Ofcom should report and monitor delivery of the USO?	Confidential? – N No idea
<b>Question 17:</b> Do you agree with our proposed approach to require Universal Service Providers to maintain accounting records?	Confidential? – N No idea