

## 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>No opinion</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>No: I am concerned that BT's approach will be to use its EE 4G product as much as possible, this costs £65 month for average use as shown in the Connected Nation report</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>No</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>Yes with the proviso that this cost should include usage at the average rate of 250GB/month per the Connected Nation report</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>Yes with a proviso regarding BDUK availability. In Devon and Somerset the BDUK program is in disarray and unable or unwilling to provide a realistic schedule. Therefore if a USO connection is denied on the basis of forecast BDUK availability within 12 months and that connection is not delivered within that period there needs to be an automatic right to a fast tracked USO connection 12 months after the application was made.</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>Yes</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>Yes</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</p>	<p>Yes provided that there is some adequate definition of what "all reasonable steps" means in practice.</p>

of the USO?	
<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?	Yes, see comment in response to Q5
<b>Question 10:</b> Do you agree with our proposals on how exceptional circumstances should be defined and operate?	Yes
<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)?	Yes provide it is clear that the £45/month includes usage up to the average of 250GB/month per the Connected Nations report.
<b>Question 12:</b> Do you agree with our proposal to ensure that USO customers receive at least the same quality of service as non-USO customers?	Yes
<b>Question 13:</b> Do you agree with our proposed approach to complaints handling and dispute resolution?	Yes
<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?	Yes
<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?	Yes
<b>Question 16:</b> Do you agree with our approach to how Ofcom should report and monitor	Yes

delivery of the USO?	
<b>Question 17:</b> Do you agree with our proposed approach to require Universal Service Providers to maintain accounting records?	Yes