

Your response

Question	Your response
<p>Question 1: Do you agree with our proposal to designate KCOM in the Hull Area?</p>	<p>Yes</p>
<p>Question 2: Do you agree with our proposal to designate BT for the whole of the UK except for the Hull Area?</p>	<p>Yes</p>
<p>Question 3: 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>Question 4: 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, subject to the appropriate economic rational being robustly tested. Ideally there should be a process for reviewing and resetting the threshold at intervals.</p>
<p>Question 5: Do you agree with our proposed approach to how Universal Service Providers should check eligibility for the USO?</p>	<p>Yes</p>
<p>Question 6: Do you agree with our proposed approach to how Universal Service Providers should take account of shared connection costs?</p>	<p>Yes</p>
<p>Question 7: Do you agree with our proposed approach to informing consumers of the outcome of their USO request?</p>	<p>Yes</p>
<p>Question 8: Do you agree with our proposal to include a universal service condition requiring Universal Service Providers to raise awareness of the USO?</p>	<p>Yes, but we would suggest other organisations such as local councils and Ofcom should also be proactive in raising awareness on the USO. Consideration should also be given to communicating in an accessible way to vulnerable consumers. Given the number of broadband schemes and incentives running in parallel, it is vitally important that consumers are aware that the USO is always available.</p>

<p>Question 9: 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>Yes, with a proviso that all reasonable effort should be made by the designated providers to deliver connections as soon as possible after ordering.</p>
<p>Question 10: Do you agree with our proposals on how exceptional circumstances should be defined and operate?</p>	<p>Yes</p>
<p>Question 11: 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>Yes, but see the answer to Question 4 above.</p>
<p>Question 12: Do you agree with our proposal to ensure that USO customers receive at least the same quality of service as non-USO customers?</p>	<p>Yes, subject to the USO criteria.</p>
<p>Question 13: Do you agree with our proposed approach to complaints handling and dispute resolution?</p>	<p>Yes</p>
<p>Question 14: 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?</p>	<p>Yes</p>
<p>Question 15: Do you agree with our proposed approach to how the Universal Service Providers should report on their performance and maintain records?</p>	<p>Yes</p>
<p>Question 16: Do you agree with our approach to how Ofcom should report and monitor delivery of the USO?</p>	<p>Yes</p>

Question 17: Do you agree with our proposed approach to require Universal Service Providers to maintain accounting records?

Yes

We welcome the planned arrangement and note that there will be opportunities for the USO to work in parallel with Project Stratum to deliver connectivity for many in Northern Ireland who have poor speeds or none at all.