

Your response

Question	Your response
<p>Question 1: Do you agree with our proposed changes to the requirements on BT and KCOM in respect of the pricing and services provided by their PCBs? In particular do you agree with:</p> <p>(i) allowing free calls from PCBs;</p> <p>(ii) removing the requirement for PCBs to offer incoming calls where outgoing calls are free;</p> <p>(iii) removing the requirement for PCBs to offer outgoing calls to unbundled tariff numbers (including premium rate and directory enquiries) and international numbers; and</p> <p>(iv) removing the requirement for 70% of PCBs to accept cash payment and replacing it with a requirement on BT and KCOM to assess whether cash payment facilities meet an ongoing need.</p> <p>Please provide reasons for your view.</p>	<p><i>Confidential? – N (except Q1iii)</i></p> <p><i>i) Yes allow free calls, but this needs explanation as to what is meant- does this mean anyone can dial anywhere for free? Or does it mean only certain types of call such as emergency calls? If it is only for emergency calls what if there is a need to call back to the phone user if an answer cannot be given immediately? And the caller has no other means of communication? The information is not complete in the guidance.</i></p> <p><i>ii) No, see above</i></p> <p><i>iii) CONFIDENTIAL</i></p> <p><i>iv) Yes but only if the assessment of whether cash payment facilities meet an ongoing need is carried out in consultation with the local unitary authority and community concerned.</i></p>
<p>Question 2: Do you agree with our proposed new process for BT and KCOM to consult on proposed PCB removals? In particular do you agree with our proposed removal criteria for assessing whether there is an ongoing need for a PCB?</p>	<p><i>Confidential? –N</i></p> <p><i>Yes/No, provided protected PCB's really are protected and work.</i></p> <p><i>Our experience of Storm Arwen was our PCB did not work. This fundamental flaw and failure of GCA3.2 has to be addressed.</i></p> <p><i>We do not agree in the reduction of time for the unitary authority in responding from 90 to 60days. Our experience of fighting and I use that word intentionally given some of the methods BT have previously used in trying to remove our PCB, we and the Unitary authority have needed all the 90 days to respond adequately and consult the community. We have faced the threat of removal 3 times in 5 years and it has felt like harassment.</i></p>
<p>Question 3: Do you agree with our proposal to impose a new resilience obligation for PCBs? And do you agree with our proposed guidance that those PCBs which are more likely to be</p>	<p><i>Confidential? –N</i></p> <p><i>Yes impose new resilience but our experience was no power in our village for 4 days and the PCB started giving random messages saying it</i></p>

needed in the event of a power cut should have a solution which enables emergency calls to continue to be made for a minimum of three hours in the event of a power outage?

Please provide reasons for your view.

only took credit cards when there was no credit card payment method. It needs to be resilient to voltage fluctuations as that was a significant problem, the voltage dropped to 110 volts for 30 minutes before failing completely. this meant many forms of equipment with digital/chip parts either failed completely or needed resetting manually or repairing once power commenced again or throwing away. We are also in an area that suffers very low winter temperatures. Battery back up must work under low temperature conditions, possibly generator back up would be more reliable. Battery maintenance is also required With climate change and Scotland’s position under the jet stream where air masses collide. Climate change extreme events may occur more frequently whether they be snow, ice, or intense rainfall storms. We also have significant areas of forestry frequently with mobile masts amongst these areas. We are experiencing Dry Alerts more frequently we have had several forest fires requiring attendance by the fire brigade in recent years. Will masts be resilient to such issues? Problems experienced in California recently may only be a matter of time before they happen here.
52 calls over 12 months is better criteria than 120 over 2years

Question 4: Do you agree with the proposed amendments to the conditions on BT and KCOM in respect of considering requests for new PCBs?

Confidential? – N
Yes

Question 5: Do you agree that it is no longer appropriate for the universal service obligations to require provision of fax services in light of the impact of IP migration on the functionality of these services?

Confidential? N
Yes

Question 6: Do you agree with our proposal to revoke the itemised billing requirement from the universal service conditions?

Confidential? –N
Yes

Question 7: Do you agree with our proposed reporting requirements on BT and KCOM?

Confidential? – N
Yes

Question 8: Do you agree with our proposed changes to tidy-up the wording and definitions used in the universal service conditions?

Confidential? –N
Yes