

## Your response

Question	Your response
<p><b>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:</b></p> <p><b>(i) allowing free calls from PCBs;</b></p> <p><b>(ii) removing the requirement for PCBs to offer incoming calls where outgoing calls are free;</b></p> <p><b>(iii) removing the requirement for PCBs to offer outgoing calls to unbundled tariff numbers (including premium rate and directory enquiries) and international numbers; and</b></p> <p><b>(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.</b></p> <p><b>Please provide reasons for your view.</b></p>	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>N</p> <p>Not everyone has a card. Elderly people prefer to use cash. Poorer people tend to use cash. Service should be available to maximum number of people.</p>
<p><b>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?</b></p>	<p>N</p> <p>Consultation with BT is not necessary. You are proposing very sensible laws for our country to keep certain PCBs. BT will argue against them for cost reasons. The country needs to keep certain PCBs. BT has conducted two or three BT consultations already which are time consuming. Their consultations have been badly run and very badly advertised to the public.</p>
<p><b>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 needed in the event of a power cut should</b></p>	<p>Y /</p> <p>Y</p>

<p>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?</p> <p>Please provide reasons for your view.</p>	<p>We live in an area with very poor mobile phone signal coverage and a rural area popular for walking, riding and cycling. There is a need for PCBs for emergency or important calls to be made. We are in a rural area which has quite a few power cuts – many more than average number.</p>
<p>Question 4: Do you agree with the proposed amendments to the conditions on BT and KCOM in respect of considering requests for new PCBs?</p>	<p>Y /</p>
<p>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?</p>	<p>Y /</p>
<p>Question 6: Do you agree with our proposal to revoke the itemised billing requirement from the universal service conditions?</p>	<p>Y /</p>
<p>Question 7: Do you agree with our proposed reporting requirements on BT and KCOM?</p>	<p>Y /</p>
<p>Question 8: Do you agree with our proposed changes to tidy-up the wording and definitions used in the universal service conditions?</p>	<p>Y /</p>