

We wish to respond to the consultations on telecommunications resilience.

I have no technical expertise in this matter, but some experience of problems that can occur.

Last year BT told us they could no longer provide us with broadband on our landline as a result of the reorganisation of BT and EE. We were given the option of getting a new landline and then reordering the broadband.

The landline was reinstated with a new number (which was inconvenient) and then told to get the broadband added separately. This we attempted to do on 8 occasions spread over several weeks. Each time we were told the order was correctly entered, but for some reason, Openreach failed to get the order and could not proceed with the work until the order was received.

As you will see our property is on one of the Shetland Islands. The problem might be systemic or peculiar to our remote location.

I would therefore draw attention to (1) difficulties of communication between Openreach and BT and (2) special conditions in terms of island locations in Shetland.

Dr and Mrs Helen Harrison