

Review of the Market for Standalone Landline Telephone Services

Consultation response from Name Withheld 1

Question 3.1: Do you agree with our provisional conclusion that there is a separate market for Standalone Fixed Voice residential access which includes both voice-only and split purchase consumers? Please provide reasons and evidence in support of your views.:

I don't know what split purchase means, however I agree that for those just having a BT landline should pay less than they currently do. My mother is 88 and has dementia. She isn't interested in the Internet and indeed wouldn't even know what it is - yet she pays as much each month as I do for my package. She has a small pension and £30 a month means less money available for her care.

Question 3.2: Do you agree with our provisional conclusion that there is a separate market for Standalone Fixed Voice residential calls? Please provide reasons and evidence in support of your views.:

Yes for the same reasons as above. It seems she is penalised for not having a package. She needs unlimited calls due to her dementia as she phones close family members many times a day.

Question 4.1: Do you agree with our provisional conclusion that, during the period covered by this market review, BT will have SMP in the SFV access market? Please provide reasons and evidence in support of your views.:

I don't understand this question with the SMP. Assume SFV is standalone fixed voice.

Question 5.1: Do you agree with our provisional conclusion that, during the period covered by this market review, BT will have SMP in the SFV calls market? Please provide reasons and evidence in support of your views.:

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Question 7.1: Do you agree with the need to trial and test engagement remedies before implementation? Please explain your reasons for this.:

engagement remedies sounds like jargon

Question 7.2: Do you agree that remedies focussed on improving consumer communications to increase engagement listed below offer a reasonable prospect of success in encouraging competition?

- **information on savings;**
- **information on the switching process;**
- **introduction of a decision point; and**
- **remedies to facilitate response to this information.**

Please explain your reasons.:

introduction of a decision point? jargon!