

Review of the Market for Standalone Landline Telephone Services

Consultation response from Peter Onions

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.:

Yes. I have never owned a home computer, smart phone or tablet. My son is submitting my response.

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. I believe other telecom companies should be allowed to provide me a telecom service through my landline.

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.:

Yes. In my view BT should not have this significant market power.

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.:

Yes. In my view BT should not have this significant market power.

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

No. We live in a free market economy.

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.:

Yes. Landline charges by all telecom companies are lumped together in the monthly bill and they include BT charge.

Question 7.3: Do you agree with our conclusions that the other remedial options we have considered, namely the establishment of a customer database for marketing purposes and automatic switching within BT's tariffs, raise significant implementation risks and therefore do not warrant further consideration? If you do not agree or consider there are other options we should have considered, please provide your reasons.:

Yes.

Question 8.1: Do you agree with our approach to determining the options for the level of price controls for SFV services? If not, please give your reasons.:

Yes.

Question 8.2: Do you agree with our proposed basket structure if implementing a price control for SFV services? In particular, do you agree with the need for a separate sub-cap on the Line Rental within the basket? If not, please give your reasons.:

Yes.

Question 8.3: Do you agree that it would be appropriate to allow the prices in a price control basket to rise by up to CPI? If not, please give your reasons.:

Yes.

Question 8.4: Do you agree that we should exclude Home Phone Saver and Line Rental Plus from the price control? If not, please give your reasons.:

Yes.

Question 8.5: Do you agree that it is appropriate for the Line Rental sub-cap to have greater price flexibility than the overall price cap to allow BT to rebalance pricing between the line rental and call prices? If not, please give your reasons.:

Yes.

Question 8.6: Do you agree with the services we are proposing to include in a price control remedy basket for SFV services? If not, please set out your alternative proposals and please give your reasons.:

Yes.

Question 9.1: Do you agree with our proposed set of remedies for the SFV services markets, that is a price control, with a one-off adjustment set with reference to the costs of BT competitors in this market, and an obligation on BT to work with us to explore and ultimately implement information options to promote competition? If not please set out your reasons.:

Yes.

Question 9.2: Do you agree that BT should have at least one month after the date of the statement to implement the new price structure? If not, please set out your reasons.:

Yes.

Question 9.3: Do you have any additional comments on our analysis or conclusions in this consultation?:

Future analysis should question telecom companies right to charge individuals for a combined internet and voice calls package, if an individual wants the flexibility to personally choose a separate internet provider.