

## **Review of the Market for Standalone Landline Telephone Services**

### **Consultation response from Jeff Sharp**

***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.:***

Agree with the conclusion, Would like to add that Virgin Mwdia in cabled areas follow BT's lead and hike the land line prices upwards to match BT's rise.

***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, However, I can't see BT allowing third parties direct access to BT's local exchanges. Perhaps you ought to look at having no line rental charges and put the price on calls themselves. The amount of discount BT wholesale offers to several telecom companies would easily pay for this.

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

Yes, Effectively BT are running a cartel, The backbone of the UK network is routed mainly through BT exchanges. Personally think that we are all paying for 'premiership football' as the majority of rises have been since BT sport came to life, Believe it is a conflict of interest within BT and should be a separate entity.

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

Yes, As before, The BT routes most UK calls at some point. So they know they can hike prices above inflation, At the same time discount heavily on BT wholesale

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

I agree, However, BT have already responded with no price rises, However, I use a BT voice only service and the price has increased steadily over inflation, They keep offering me 'free broadband', with severe limitations.

***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.:***

Increase competition hasn't reduced line rental prices, So it's a failure. Strangely BT now out source line plant, Which has saved them money, However, Not passed on to residential prices

***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.:***

No, I think you need to address the line rental charges, I would suggest, As BT have not updated most residential cabling since privatization, Line rental should be free and call charges should cover the rest. Companies pay for Fibres etc to be installed by BT etc. BT scrapped their low user scheme and people were not informed of other choices- so you cannot trust them

***Question 8.2: Do you agree with our proposed basket structure if implementing a price control for standalone fixed voice 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.:***

Previous price controls have failed as BT keep pulling the wool over your eyes with sob stories, You listen, Prices to residential go up, BT wholesale prices go down (again)

***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 consumer price index? If not, please give your reasons.:***

No, Believe you need to allow third parties to take control of local exchanges, Best bidders win.

***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.:***

No, My mother, Now deceased, Was on Low usage, The letter from BT did NOT explain she could go on any other package, BT need to automatically switch people to the lowest tariffs.

***Question 9.1: Do you agree with our proposed set of remedies for the standalone fixed voice 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.:***

No, Most of the 'competitors' take the lead from BT, In real terms, Call costs have come down but not reflected by BT pricing.