

Dear Sir/Madam,

I'm responding to the "Fair deals for customers" aspect of the following:

<https://investigate.co.uk/ofcom/rns/ofcom--half-of-homes-could-boost-their-broadband/201812140700024538K/>
<https://www.ofcom.org.uk/consultations-and-statements/category-2/helping-consumers-get-better-deals>

I live in a University apartment complex as a member of staff. Virgin Media is the sole provider of broadband - there are no other alternatives, therefore no competitive market. Since arriving here in February 2017 the price of my broadband service (I have no additional services from the company) has risen from £22 to £32. The speed has been increased from 50Mbps to 100Mbps, but I would have preferred to pay less for less. I am clearly paying far more for fewer and lower capability services than many other customers, but have no negotiating power. Virgin Media are - for myself and fellow residents - a highly-localised monopolistic provider with absolute market power. I feel locked into an entirely exploitative relationship with this company for as long as I live where I do.

I appreciate that your RTF document (an odd choice if you want to solicit wider feedback) is primarily a survey, but I wanted to register this feedback.

Yours faithfully,

Mike Moriarty