

I am sure you will get this kind of reply from lots of respondents, but the principal reason that we would not switch broadband suppliers (even though a gigabit line is currently being installed past our front door here in Aberdeen) is the issue of email. We use email for so many reasons and do not wish to change our email addresses that come bundled with our broadband account. BT, our supplier will unbundle the email addresses with two options: (i) allowing only web access for a small cost, which is not useful in everyday application, or (ii) an with an option to use the IMAP or a POP3 connection (that is used by PC email clients and mobile phones) at a significant and prohibitive cost, i.e. the only practical option is at a significant cost. This seems a deliberate attempt to frustrate switching. Until this bundling and unreasonable unbundled charges change, we will stay with BT whatever. So 36Mbps is here to stay for us until BT offers 1000Mbps like CityFibre who are laying past our door.

Regards,

Phil