

## **Topcomm Review: Second consultation - 12<sup>th</sup> June 2009**

**Do Stakeholders agree that withdrawing the Topcomm Direction is the best option available given the evidence provided in the consultation?**

### **Alternative Networks Response:**

Alternative Networks follows the opinion of the Topcomm Forum and agrees with Option 3, withdraw the Topcomm Direction.

If/ when a new scheme is devised it must be tangible and relevant with measures that provide accurate comparisons between providers. Consideration must also be made to the division between residential providers and the business provider who's customers require very different kinds of information. I/ AN would go as far to say that we do not feel a QoS scheme is relevant for the business provider who offers its client base bespoke customer care and SLAs.

If/ when Ofcom decide to replace the current direction I/ AN would expect that current Topcomm participants are given the opportunity to play a sizable part in devising the new scheme so that the new set of measures are relevant to the consumer and workable for us as providers of the data and audit work that would required.

I/ AN appreciate the fact that Ofcom have conducted consumer research to quantify that the scheme in its current form is not of much use to anyone and requires considerable rework if it is to be effective, this is something that has been on the Topcomm Forum agenda for some time.

Nada Moussa

Quality and Compliance Manager – Alternative Networks plc