

### **Hull residents: Group 3**

Ofcom received a total of 7 responses that responded to a different consultation. The comments from these responses are still, however, relevant to the present consultation.

*C. Edge wrote:*

I do not know how you expect the ordinary person in Hull or anywhere else to respond to this document. I am well educated and I don't understand the report or the questions asked here.

I am a resident of Hull who is completely fed up with Kingston Communications and my inability to change to another service provider. I cannot take advantage of the offers Virgin, SKY or another provider whilst I come under the KC umbrella. I am paying £75 a month for telephone and broadband connections; this does not include access to digital TV. It's unfair. What is preventing other providers moving into the KC area? What are you going to do about it?

*A. Jones wrote:*

Could we have the kings English please? I don't work as a solicitor in telecommunications, nor do I appreciate the obvious poor feedback/non interest from people who will not understand this... for which it was designed for.

As what seems to be always there is a problem in Hull with telecoms especially Karoo the ADSL broadband internet provider having a monopoly.

Ofcom still are not resolving this and ignore it.

*P. Spurgeon wrote:*

Karoo is shockingly bad in hull, it's no secret that in hull we are been treated unfairly as we have no choice in broadband supplier.

I'm surprised it's taken Ofcom so long to start an investigation into this.

£24.99 for up to 8mg broadband (of which you only ever get 1/4 of that speed if your lucky) is a rip off compared to other suppliers prices.

Today (23.1.08) Karoo has been down most of the day - will I get compensation - NO of course not!!!

Sort this out Ofcom!!!!

*M. Smith wrote:*

I feel Karoo (Kingston Communications) is blackmailing people in Hull if you don't like there subscription costs for the internet you have no choice but to be without. The cost we pay is £15.99 and that's for a slow 608.0kbps and it makes me sick other ISP advertise on TV with faster speeds and less costs I want to take up Sky or Virgin Media but am unable to do this as no one else can enter into Karoo territory as Kingston Comms want too much to let other companies use there lines.

I think we should have a choice in Hull we do not have a choice like the rest of the country it says something when the middle of nowhere like the highland in Scotland have more choice than the people in Hull which is a heavily populated area. Karoo and Kingston Communications force things on people of Hull and you can't say no as where else can we go?

Hull should not be excluded surely if Kingston Communications can go into BTs territory and install lines in East Yorkshire then surely BT should be allowed into Hull.

Should be made easier for other companies to provide competition instead Kingston Communications demand too much access costs which puts other companies off and we suffer.

*A respondent who did not want their name published wrote:*

Because of the monopoly nature of Karoo in Hull, they can charge what they like, knowing you can't go to anyone else.

They can disconnect you if your pc gets a virus, carry on charging you for a service they aren't giving you, and then charge you again to reconnect you to the service you didn't want disconnecting in the first place.

*A respondent who did not want their name published wrote:*

In Hull we have a Kingston Communications monopoly which is preventing us from getting better broadband deals from competitors. We are being held to ransom by KC. Steps must be taken to encourage Sky, AOL etc to be able to trade in this area competitively.

There was one more respondent who did not want their name published.