

**Mr Jonathan Yates**

<b>Title:</b>	<i>Mr</i>
<b>Forename:</b>	<i>Jonathan</i>
<b>Surname:</b>	<i>Yates</i>
<b>Representing:</b>	<i>Self</i>
<b>Organisation (if applicable):</b>	
<b>Email:</b>	<i>[Removed]</i>
<b>What do you want Ofcom to keep confidential?</b>	<i>Keep nothing confidential</i>
<b>If you want part of your response kept confidential, which parts?</b>	
<b>Ofcom may publish a response summary</b>	<i>Yes</i>
<b>I confirm that I have read the declaration</b>	<i>Yes</i>
<b>Ofcom should only publish this response after the consultation has ended</b>	<i>You may publish my response on receipt</i>

**Question 1: Do respondents have any comments, additional to those made in their responses to the November consultation, on Ofcom's approach and conclusions on market definition as set out in Section 3 of this document?**

**Question 2: Do respondents have any comments, additional to those made in their responses to the November consultation, on Ofcom's proposed market power findings for the Hull area, Market 1 or Market 2?**

Unfortunately I live in the Hull area and as such I can only get my internet connection and telephone line from Karoo and KC.

I have the second most expensive broadband package that Karoo do at £24.99 but the download speed is absolutely appalling. If I use the internet at 3 or 4 o clock in the morning the download rate is acceptable but this just accentuates how bad it is at other times like on an evening or at the weekend when it take ages for web pages to load.

If I had a cheaper package the download rates would be even worse. As a Sky subscriber I could get broadband for free but because I live

in Hull I have to pay Karoo £24.99 a month.

I also have to pay Karoo for the line rental which is rarely used as without it I would have no internet.

Poor download rates would be more acceptable if it was a free service but at £24.99 a month it is very annoying.

In the year 2008 the standard of communications should be getting better but instead it is getting worse.

Without the element of competition Karoo has no incentive to improve the situation as people have no option except to put up with the poor service.

How KC has got away with this monopoly for so long is amazing. Why can the rest of the country get along using BT lines but Hull is shut off to competition?

Hopefully KC will be disbanded and their network absorbed into the same network as the rest of the country and we can stop being treated like second class citizens.

**Question 3: Do respondents agree with the approach set out by Ofcom for its market power assessment in Market 3 and its conclusion that there is no-SMP?**

**Question 4: Do respondents have any comments, additional to those made in their response to the November consultation, on Ofcom's proposed regulatory remedies for the Hull area Market 1 or Market 2?**

Unfortunately I live in the Hull area and as such I can only get my internet connection and telephone line from Karoo and KC.

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**Question 5: Do respondents agree with Ofcom's proposals in relation to providing affected parties with a period of notice prior to the removal of certain SMP services conditions in Market 3? In particular do respondents agree with the proposed notice period and the proposed SMP service conditions to which the notice period applies?**

**Additional comments**