

## KC Broadband Rip Off

**Question 1: Do respondents consider that the regulatory remedies put in place in the 2003/04 market review were effective in counterbalancing BT's and Kingston's SMP in the relevant markets?**

No and very poor quality of service provided by Kingston who have a total monopoly within Hull area.

They have just changed all of there broadband systems to either 1, 2, 3 or 4 for the best service. At the time I was receiving a £24.99/month package which had a contact of 2.3Mps and was stable allowing download speeds of around 90kb/sec. Changed to No 3 under new tariff for the same cost, 8Mps and kept getting less than 1MPs delivered if it connected. Downloads consistently around 40KB/sec and dropping out. After nearly a month it is still not fully resolved as performance drops off after 18:00 hrs.

There are several other packages out in the marketplace offering similar speeds at a lot lower cost with NTL and BT but we cannot access these as our phones are KC. This in effect means there is no viable competition. KC can and has changed its charges upwards with no improvement in service and no competition allowed.

**Question 2: do respondents agree with Ofcom's definition of the retail asymmetric broadband internet access market in the UK?:**

Yes

**Question 3: Do respondents agree with Ofcom's definition of the wholesale broadband access product market?:**

No see comments at Q1 as KC does not in reality allow access into the competitive market.

**Question 4: Do respondents agree that the Hull area should be defined as a separate geographic market on the basis of the presence of common pricing constraints?:**

No - the market should be opened up with a level playing field of competition.

**Question 5: Do respondents agree with Ofcom's methodology for assessing geographic variations in the competitive conditions in the wholesale broadband access product market?:**

Yes

**Question 6: Do respondents agree with Ofcom's analytical framework for defining geographic markets in the UK (excluding the Hull area) and the conclusions reached?:**

Overall yes

**Question 7: Do respondents agree that Ofcom has used relevant criteria for assessing SMP in the markets defined?:**

No because KC always seems to not be included and operates a monopoly.

**Question 8: Do respondents agree with the approach set-out by Ofcom for its market power assessment in the Hull area and its conclusion of finding Kingston to have SMP?:**

It needs intervention and not wishy washy replies.

**Question 9: Do respondents agree with the approach set-out by Ofcom for its market power assessment in Market 1 and its conclusion of finding BT to have SMP?:**

yes

**Question 10: Do respondents agree with the approach set-out by Ofcom for its market power assessment in Market 2 and its conclusion of finding BT to have SMP?:**

yes

**Question 11: Do respondents agree with the approach set-out by Ofcom for its market power assessment in Market 3?:**

yes

**Question 12: Do respondents agree with Ofcom's proposed regulatory remedies on Kingston in relation to the market for wholesale broadband access in the Hull area?:**

Need to be stronger to allow fair competition as we are discriminated against within Hulls boundaries.

**Question 13: Do respondents agree with Ofcom's proposed regulatory remedies on BT in relation to the market for wholesale broadband access in Market 1 and if so are there any particular implementation or compliance issues that you believe needs to be considered?:**

Open market

**Question 14: Do respondents agree with Ofcom's proposed regulatory remedies on BT in relation to the market for wholesale broadband access in Market 2 and if so are there any particular implementation or compliance issues that you believe needs to be considered?:**

no

**Question 15: Do respondents agree that the alternative broadband technologies referred to in this annex are unlikely to be sufficiently widespread or utilised within the period of this review to constrain prices in the market for wholesale broadband access services?:**

Get rid of the monopoly within Hull and make KC operate fairly in competition with other SMP's. At the moment the prices are above anyone elses and no competition.

**Additional comments:**