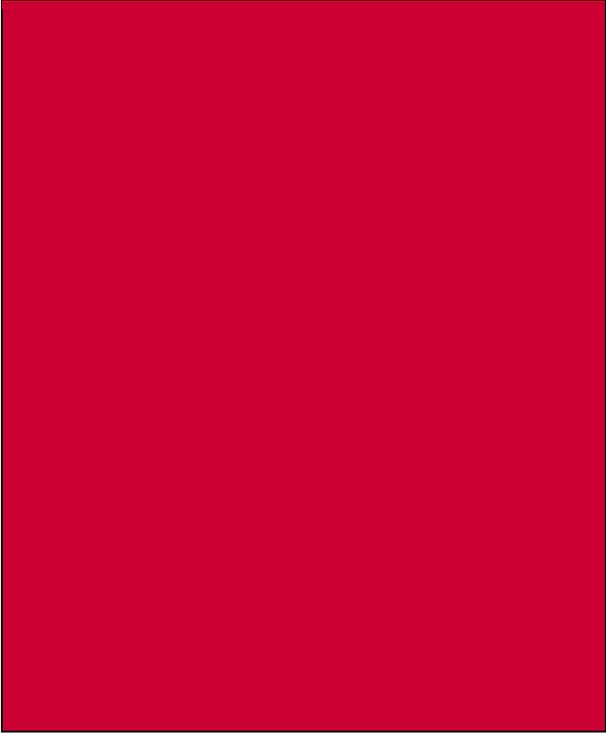


Consultation response form

Consultation title	Proposed Guidance on protecting access to emergency organisations when there is a power cut at the customer's premises: Proposals for guidance on General Condition A3.2(b)
Full name	Michael A. Chare
Contact phone number	[X]
Representing (delete as appropriate)	Self
Organisation name	
Email address	[X]
We will keep your contact number and email address confidential. Are there any additional details you want to keep confidential? (delete as appropriate)	No
For confidential responses, can Ofcom publish a reference to the contents of your response?	Yes

Your response

Do you agree with the four proposed principles? If not, please give reasons. Please set out your comments on each of the principles separately.	<p>I live in a rural area. I get power cuts every year and most power cuts last for two hours or more. A recent one lasted for very nearly 48 hours.</p> <p>I discontinued my copper land line 3 years ago when I changed to a fibre broadband connection. I don't have battery backup for my voip telephone.</p> <p>For emergency calls in a power cut, I rely on my mobile phone which if necessary I can charge by my car. My main problem with this is the poor mobile phone reception.</p> <p>To answer your questions:</p> <ol style="list-style-type: none"> 1. I don't think CPs should have to provide a backup battery service. For battery back up, just one hour is not enough.
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Five hours would be better. Ofcom should ensure that there should be a useable mobile network everywhere, and any batteries in that should last for at least 5 hours. I also don't think new rules should apply to existing fibre broadband services.

2. I do not expect a phone to be free, just the emergency call itself. I should be able to call any number at the normal cost.
3. Every customer should be advised of the issue.
4. As for 3. Above.