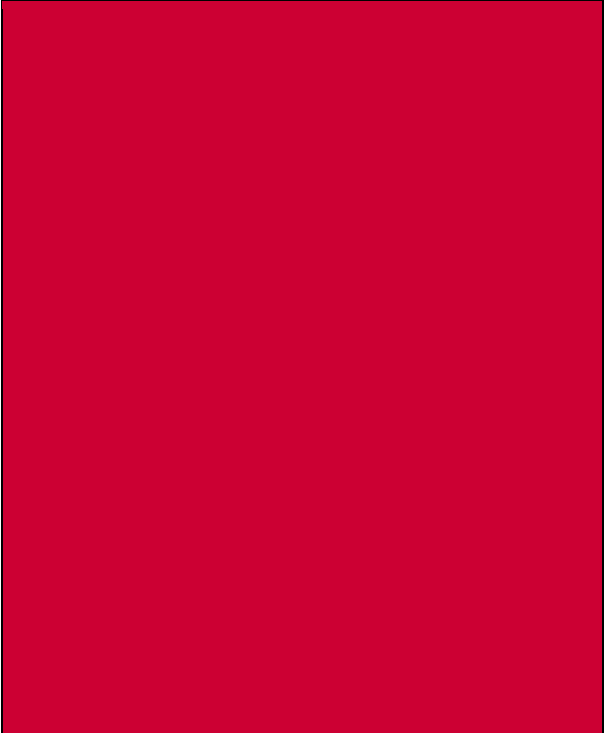


## Consultation response form

<b>Consultation title</b>	<b>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)</b>
<b>Full name</b>	Michael A. Chare
<b>Contact phone number</b>	[X]
<b>Representing (delete as appropriate)</b>	Self
<b>Organisation name</b>	
<b>Email address</b>	[X]
<b>We will keep your contact number and email address confidential. Are there any additional details you want to keep confidential? (delete as appropriate)</b>	No
<b>For confidential responses, can Ofcom publish a reference to the contents of your response?</b>	Yes

## Your response

<b>Do you agree with the four proposed principles? If not, please give reasons. Please set out your comments on each of the principles separately.</b>	<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"> <li>1. I don't think CPs should have to provide a backup battery service. For battery back up, just one hour is not enough.</li> </ol>
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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.