

Although connected to a fibre enabled cabinet we are so far from the cabinet (around 4km) that the best download speed we can get is around 1.5Mbps.

We pay BT 20.00 per month for "unlimited broadband up to 17Mbps" Our normal monthly usage is around 90Gb. It would be higher if we had a faster connection.

Section 1.10 of the call for inputs document notes that "a good or service is considered to be affordable for a consumer if the consumer can purchase it without suffering undue hardship."

All I want is a service that is closer to the 17Mbps top line of the service I am already paying for. 10Mbps would be fine. Satellite broadband is NOT an option as our current level of data usage would mean paying at least £70 per month for a service that might be faster but would be inferior in every other way. As a retiree on a fixed income £70 is simply not affordable.

I also note that section 1.20 mentions that the cost a "reasonable request" might be set at a similar level to the Telephony USO at £3400. That threshold has not be increased for at least 10 years. Surely the threshold needs to be increased to ensure that the proportion of the cost of provision does not change over time to the advantage of the service provider?