

The concept of a Universal Service Obligation for broadband delivery is welcomed. The USO must also include strict and enforceable repair and maintenance schedules.

Lack of broadband is inhibiting business growth - particularly in remote areas where business is likely to depend on good internet. It also excludes people from benefits such as social media and on-line shopping etc. In short good broadband connectivity is becoming an essential part of daily life for individuals and businesses.

Comments on paragraphs

1.7

The ambition of 10MBS is derisory. We demand far greater ambition - at least 50MBS.

1.8

The minimum connection needed will increase over time - this needs to be built into the USO so everyone is able to keep up with the technological developments.

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The most appropriate technology is the one that will last the longest in terms of 'future proofing'.

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Broadband is becoming as essential as electricity or running water - it must be affordable with a nationally applied flat tariff - there should be no penalty for living in more remote areas.

1.11

Surely a social tariff is simply over-complicating things?

1.12

In remote Scotland access to services is a huge (and life-line) issue - access to broadband is becoming an even more urgent need. Couple this with retreating social and health services - a decent broadband service could allow eg NHS to use on-line consultations etc and drastically reduce the cost of service delivery in rural areas

1.13

As more people feel the exclusion of not having broadband so more will demand connection - the service must be available to all and take up will follow

Cost evidence

The costs of not prioritising universal access to high speed (30MBS+) far outweigh the costs of the investment. You are asking the wrong question - we need to be a 21st century society and this requires this investment. Remote access to health services for example could save NHS millions - remote access to education could also save on these costs - and open learning opportunities way beyond the restricted curricular opportunities available locally. As a community we have recently experienced the power of group on-line learning through the

MiT ULab initiative. The benefits of connectivity is only bounded by our imaginations and the costs of not developing this will be inestimable.

Make it so!

1.18

Universal should be universal. The only test of reasonableness we can see is that the home should be inhabited or the business trading.

A USO should be available to all at the same cost. There are enough economies of scale to make this possible without finding ways to penalise remote communities.

1.24

Make the service available universally, uptake will increase, net per premises costs will fall

1.28

WHAT IS IMPORTANT IS THAT EVERYONE HAS ACCESS AT THE SAME PRICE.