As a rural user who regularly works from home in an area excluded from BDUK Phase 1 roll-out, I welcome the introduction of a USO. I currently recieve ~2Mb/s broadband connection and feel that as web design starts to assume superfast is the default and everything moves online, I will struggle to keep up.

As a user I want a request made under the USO to be simple and above all fast. I don't want to have to wait years for any solution, by then the 10Mb/s minimum will be very out of date and technical solutions will have moved on. I need faster connections now, not in the next decade.

This is also causing confusion in BDUK phase 2 consultations as providers are unclear how this will work alongside the USO. Phase 2 is already late in our area, we don't need anymore delays.

Upstream connection speeds are increasingly important as well as video conferncing, Skype etc. become mainstream so this needs to be set as a minimum as well.

I would urge a review of the connection cost for the end user. As the rest of the country have effectively been given state aid for connections, this should be rolled out unverisally. Rural communities by definition are expensive to connect. Recent experience with BT phone faults has shown that lack of investment means overhead wires, collapsed ducts, road closures for several days etc. are needed just to fix connection faults. Users could quickly find connection costs mounting well above the £3400 minimum.