

**Question 1: Do stakeholders agree that promoting effective and sustainable competition remains an appropriate strategy to deliver efficient investment and widespread availability of services for the majority of consumers, whilst noting the need for complementary public policy action for harder to reach areas across the UK?:**

Yes, the current monopoly by BT has failed subscribers in rural areas.

**Question 2: Would alternative models deliver better outcomes for consumers in terms of investment, availability and price?:**

Yes, real competition is essential - backed by government support and regulation to ensure those with the worst broadband service are prioritised.

**Question 3: We are interested in stakeholders' views on the likely future challenges for fixed and mobile service availability. Can a 'good' level of availability for particular services be defined? What options are there for policy makers to do more to extend availability to areas that may otherwise not be commercially viable or take longer to cover?:**

Yes, a 'good' level can be defined. Subscribers should have at least 10 Mb/s to enable device and security software updating, email and video streaming.  
Providers should be considering non-wired solutions (e.g. radio).

**Question 4: Do different types of convergence and their effect on overall market structures suggest the need for changes in overarching regulatory strategy or specific policies? Are there new competition or wider policy challenges that will emerge as a result? What evidence is available today on such challenges?:**

Not answered.

**Question 5: Do you think that current regulatory and competition tools are suitable to address competition concerns in concentrated markets with no single firm dominance? If not, what changes do you think should be considered in this regard and why?:**

Not answered.

**Question 6: What do you think is the scope for sustainable end-to-end competition in the provision of fixed communications services? Do you think that the potential for competition to vary by geography will change? What might this imply in terms of available regulatory approaches to deliver effective and sustainable competition in future?:**

Until the local loop is unbundled properly, there is no scope for competition.

**Question 7: Do you think that some form of access regulation is likely to continue to be needed in the future? If so, do you think we should continue to assess the appropriate form on a case by case basis or is it possible to set out a clear strategic preference for a particular approach (for example, a focus on passive remedies)?:**

Yes, access regulation will be required into the future. The regulation should focus on the outcome - acceptable broadband service. Fast-moving technology causes preferred approaches to become obsolete very quickly.

**Question 8: Do you agree that full end-to-end infrastructure competition in mobile, where viable, is the best means to secure good consumer outcomes? Would alternatives to our current strategy improve these outcomes, and if so, how?:**

Yes, full competition backed by regulations is best.

**Question 9: In future, might new mobile competition issues arise that could affect consumer outcomes? If so, what are these concerns, and what might give rise to them?:**

Not answered.

**Question 10: Does the bundling of a range of digital communications services, including some which may demonstrate enduring competition problems individually, present new competition challenges? If so, how might these issues be resolved through regulation, and does Ofcom have the necessary tools available?:**

Not answered.

**Question 11: What might be the most appropriate regulatory approaches to the pricing of wholesale access to new and, risky investments in enduring bottlenecks in future?:**

Not answered.

**Question 12: How might such pricing approaches need to evolve over the longer term? For example, when and how should regulated pricing move from pricing freedom towards more traditional charge controls without undermining incentives for further future investment?:**

Not answered.

**Question 13: Are there any actual or potential sources of discrimination that may undermine effective competition under the current model of functional separation? What is the evidence for such concerns?:**

Not answered.

**Question 14: Are there wider concerns relating to good consumer outcomes that may suggest the need for a new regulatory approach to Openreach?:**

Our village has recently been 'upgraded' to FTTC by Openreach, leaving the majority of users still enduring slow and unreliable broadband. It has benefitted a tiny majority of users in this village.

A new regulatory approach to circumvent BT's devious strategy is sorely needed.

**Question 15: Are there specific areas of the current Undertakings and functional separation that require amending in light of market developments since 2005?:**

Not answered.

**Question 16: Could structural separation address any concerns identified more effectively than functional separation? What are the advantages and challenges associated with such an approach?:**

Not answered.

**Question 17: What do stakeholders think are the greatest risks to continuing effective consumer engagement and empowerment?:**

Failure by the regulator, national government and local government to see through the smoke-screen created by BT.

**Question 18: What indicators should Ofcom monitor in order to get an early warning of demand-side issues?:**

Complaints from rural subscribers, Twitter and other social networking feeds.

**Question 19: What options might be considered to address concerns about consumer empowerment at each stage of the decision-making process (access, assess, act)? What more might be required in terms of information provision, switching and measures to help consumers assess the information available to them? What role may Ofcom have to play compared to other stakeholders (including industry)?:**

Not answered.

**Question 20: Are there examples in competitive or uncompetitive sections of the market where providers are not currently delivering adequate quality of services to consumers? What might be causing such outcomes?:**

The recent roll-out of FTTC in rural areas is an example of a gross failure of a provider (BT Openreach) to provide adequate services to consumers.  
The cause is ignorance and short-sightedness of government and regulators.

**Question 21: What further options, if any, should Ofcom consider to secure better quality of service in the digital communications sectors?:**

Legislation in favour of rural consumers.

**Question 22: Might there be future opportunities to narrow the focus of ex ante economic regulation whilst still protecting consumers against poorer outcomes?:**

Not answered.

**Question 23: Where might future network evolutions, including network retirement, offer opportunities for deregulation whilst still supporting good consumer outcomes?:**

Not answered.

**Question 24: What are the potential competition and consumer protection implications of the rise of OTT services? Might the adoption of such services enable future deregulation without raising the risk of consumer harm?:**

Not answered.

**Question 25: Are there any areas where you think that regulation could be better targeted or removed in future? What would be the benefit of deregulation as well as the main risks to consumers and how these could be mitigated? Please provide evidence to support your proposals.:**

Not answered.