

**Title:**

Mr

**Forename:**

Frank

**Surname:**

Knowles

**Representing:**

Self

**Organisation (if applicable):**

**Email:**

**What additional details do you want to keep confidential?:**

No

**If you want part of your response kept confidential, which parts?:**

**Ofcom may publish a response summary:**

Yes

**I confirm that I have read the declaration:**

Yes

**Additional comments:**

**Question 1:Are there areas of Ofcom?s overall strategic approaches and purposes (outlined in paragraphs 2.4 to 2.10 above) that may need to change?:**

OFCOM should focus far more attention to address the increasing broadband access divide. We now have a two tier market - where there are unbundled exchanges served by fibre and multiple providers there is a functioning, competitive market, but elsewhere there is a de facto BT monopoly, and OFCOM is doing nothing to protect consumers in these areas. BT is funding expensive fibre deployment and sports programming by increasing line rental fees at close to double the rate of inflation. These increases are being paid by all consumers, whether or not they benefit from these investments. In my exchange there has been no upgrade from basic ADSL since 2006, and there are no plans to include it in any 21CN upgrade, not even an upgrade to ADSL2+. Line speed and reliability are insufficient for me to rely on the

service for TV signal. Yet over this period my line rental has increased by close to 70%, so I have been funding improvements in everyone else's broadband for no benefit to me.

I propose that customers served by non-upgraded exchanges should be entitled to a 50% discount on line rental to reflect the sub-standard line they are provided with. This would be a fairer outcome for all households, as well as providing BT with a proper incentive to upgrade more exchanges and return to full line rental.

**Question 2:What are the issues and areas that should form Ofcom?s priorities or major work areas in 2015/16?:**

**Question 3:Are there any specific areas for deregulation or simplification in the coming year?:**