

Title:

Forename:

Surname:

Representing:

Self

Organisation (if applicable):

Email:

What additional details do you want to keep confidential?:

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:

I make these comments in a personal capacity from observations of 12 years of placing orders via BTG and Easynet.

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?:

2.5 In the past this has concentrated on CPs but the bottleneck always lies with Openreach. With the BTGroup focusing on being an all round provider of entertainment it is no longer appropriate for them to run Openreach. to use an analogy It doesnt matter which waiter you get if the Chef can’t open a tin of beans then you’re going to stay hungry.

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

Break up of Openreach. See below

The creation of an Ombudsman for businesses larger than those covered by Otello. Currently chronic failings are not being taken all the way through to Ofcom as it is too much hassle to take through the various levels of CPs to gain any meaningful resolution.

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

For Non Served Premises, Openreach is dysfunctional. There are no sufficient drivers to provide a decent service and seemingly no incentives to improve quality of service. Supervision of sub-contractors seems non-existent and where shoddy work or more often non-work is flagged up no action is taken. The time has come to open this work up to competition. This could be done by companies having to meet certain standards in a similar way to how the Independent Service Provider (ISPs) has worked in the Electricity Provision Sector. The authorising body should be independent from Openreach or the BT Group. As an order manager in a Large Public Organisation in London I can see that inaction on this, Together with hiding behind 'The Chinese Wall' that exists between OR and CPs is dragging down public realm improvement work and jeopardising important programmes of work.