

Title:

Dr

Forename:

Peter

Surname:

Gradwell

Representing:

Organisation

Organisation (if applicable):

Gradwell Communications Ltd

Email:

peter@gradwell.com

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: Do you agree with the assessment of Openreach's proposal set out in this document, and do you agree with the Directions we propose to issue as set out in Annex 4?:

Yes, we are fully supportive of this proposal.

Having the handle ECCs is a time consuming & frustrating exercise that often leads to cancelled orders and frustrated customers.

Moving away from ECCs to a known cost upfront will be a big step forward.