

I run a small independent radio production company, based in rural Scotland (Kinross-shire) 25 miles north of Edinburgh. I am in the ridiculous position that my local exchange, less than a mile away, was upgraded to fibre broadband a couple of years ago BUT only people in surrounding villages are being connected!. This is because those villages are served by cabinets and it is easy for BT/Openreach to run fibre to those cabinets. We in this village are wired directly to the exchange, so-called 'exchange-only' lines, and BT says it's too expensive for them to connect us (I don't know what Openreach says as they don't talk to their customers). My feeling is that it's not my fault my BT line doesn't come through a cabinet - it's BT's problem and they should rectify it, at their cost. Unfortunately, as is the case with other former state monopolies, they seem adept at gaming the regulatory environment, so they have piles of money to spend on sports rights for their TV operations, while neglecting basic service to their customers.

I don't know if making Openreach more independent will make any difference, or how many years that might take if it works.

Can Ofcom not simply require BT to offer fibre broadband (at the same price as FTTC) to all customers? They can certainly afford it