

No part of this email needs to be kept confidential

Dear Ofcom,

I am glad finally someone is looking to make the market fairer for the consumer. Their monopoly of hd broadcasts of sky sports and sky movies has to end.

I am a Virgin Media customer and am one of the millions who wish they could buy subscription to HD broadcasts of Sky Sports and Sky Movies.

However like millions of Virgin Media customers, I moved to Virgin Media because of being ripped off by Sky for years.

Sky no doubt on purpose provide their customers with the most dreadful set top boxes that break after a few months. Unbelievably they make the cost of insuring the box for just one year more than the cost of buying a new box. They know no one will buy such costly insurance and will take the risk. Which is a big risk because it wont be long before it breaks again.

Do a google search for Sky box not working and count the 1000s of results. Some websites like avforum have entire sections dedicated to Sky boxes breaking down so frequently. I went through 5 boxes in a year, 2 in 2 days. I will never go back to sky.

So because Sky has a monopoly on the Sky Sports HD and Sky Movies HD channels the consumer suffers a great deal because there is no choice.

Either you get Sky Sports and Sky Movies HD and pay out extortionate amounts for repair/buying again/insuring Sky HD boxes which break frequently or you don't get them at all.

Virgin Media offer the consumer a much fairer deal in that all the digiboxes (standard and hd) you rent from them. Any problems with the box and they come out for free (as opposed to £60 by Sky for every time someone comes out) and any problem with the box Virgin replace it for free (as opposed to Sky which will charge you £200 for your 2nd hd box or £100 a year if you bought their rip off insurance).

Of course Sky hold the monopoly on the insurance of their boxes aswell so they can charge extortionate prices.

So to conclude Sky make awful digiboxes on purpose so they break frequently so they can milk more money out of you for either repair/buy/insure the box.

You must give consumers the ability to access Sky Sports HD and Sky Movies HD without having to be ripped off by Sky. Please give Virgin Media the power to broadcast ALL the Sky Sports HD and Sky Movies HD channels. Only giving Virgin a few channels leaves Sky with the monopoly position.

Thank you for your time. I hope you can change things.

With regards,