

Mrs Sarah Cheesmond

Title:	<i>Mr</i>
Forename:	<i>Sarah</i>
Surname:	<i>Cheesmond</i>
Representing:	<i>Self</i>
Organisation (if applicable):	
Email:	<i>[Removed]</i>
What do you want Ofcom to keep confidential?	<i>Keep nothing confidential</i>
If you want part of your response kept confidential, which parts?	
Ofcom may publish a response summary	<i>Yes</i>
I confirm that I have read the declaration	<i>Yes</i>
Ofcom should only publish this response after the consultation has ended	<i>You may publish my response on receipt</i>

Question 1: Do respondents have any comments, additional to those made in their responses to the November consultation, on Ofcom's approach and conclusions on market definition as set out in Section 3 of this document?

Question 2: Do respondents have any comments, additional to those made in their responses to the November consultation, on Ofcom's proposed market power findings for the Hull area, Market 1 or Market 2?

I am a resident of Hull and there have no choice but to use Kingston Communications and Karoo for my telephone and internet services. I feel very disempowered as a customer by this. I upgraded to 8 Mbps on 3rd January and since then have had limited connectivity to the internet and no telephone access (this now for more than one month). I have had to use my mobile phone to make all calls for 5 weeks, including over 12 to Karoo customer services and technical support. I have still received no resolution, am still without telephone, and when IU say to them that all I want is to return to my previous contract of 1 Mbps I am told I am bound to this new contract for 12 months, and that that isn't an option. They also say they cannot consider not charging me for my telephone and broadband service

until the technical problems are resolved, so I have to keep paying for services they are not providing. With no alternative to Karoo in Hull I am entirely disempowered as a consumer. Karoo is locally renowned for its poor customer service, and will not improve while it has this monopoly. I do not know why other providers do not enter the market in Hull, but some form of intervention is required to enable the people of Hull and surrounding areas an equal deal to people in the rest of the country.

Question 3: Do respondents agree with the approach set out by Ofcom for its market power assessment in Market 3 and its conclusion that there is no-SMP?

Question 4: Do respondents have any comments, additional to those made in their response to the November consultation, on Ofcom's proposed regulatory remedies for the Hull area Market 1 or Market 2?

Question 5: Do respondents agree with Ofcom's proposals in relation to providing affected parties with a period of notice prior to the removal of certain SMP services conditions in Market 3? In particular do respondents agree with the proposed notice period and the proposed SMP service conditions to which the notice period applies?

Additional comments