

Name and title under which you would like this response to appear:

Name Withheld 12

Representing:

Self

Question 1: When do you consider it would be timely and efficient for next generation access investment to take place in the UK?:

Now

Question 2: Do you agree with the principles outlined for regulating next generation access?:

Yes

Question 3: How should Ofcom reflect risk in regulated access terms?:

Unsure

Question 4: Do you agree with the need for both passive and active access remedies to promote competition?:

Yes

Question 5: Do you consider there to be a role of direct regulatory or public policy intervention to create artificial incentives for earlier investment in next generation access?:

Yes

Additional comments:

If BT are involve dthey ** MUST ** not be allowed to leave rural/semi-rural homes on copper. BT do not want to fix copper lines (plenty of experience with various BT customers) as they have outsourced their engineers and they just want to quick fix all the day. Because of the BRAS profile system and the fact it takes the exchange 3 days to detect CONSTANT line speed that has increased most customers end up getting really low speeds on copper broadband. For example if you connect most of the day at 5,1mbps but in peak the line sync falls to 3.7mbps then BT system puts you down to 3mbps and thats all youll ever get because the profile cant remain constant at 5,1mbps to warrant a line increase. With LLU and Sky, you get what you connect at, at anytime of the day. Connect at 5.1mbps on Sky and you get it !

BT in my opinion are looking for a fast buck hence their statement "install fibre where economic sense" - in other words cities where it is easy and small businesses. Why

should BT get a new infrastructure funded by tax payers and cream off the profit. They have let the copper network decay daily because of lack of investment. Consumers speeds are going down all the time. I live in Gallions Lock, Docklands, East London E16 where lots of new luxury apartments are being built (for last 7 years) and still can only get 512KBPS broadband, others on my large estate get no broadband and there is no competitor. Shocking for capital city !

BT musn't be able to get away with their shocking service. Water on the line or winds can cause chaos for broadband but BT faults have blatantly stated "As long as you can chat on phone line then its ok" and even have the nerve to charge callout fees for their own sloppy network. A true disgrace and about time managers in BT were brought to justice !!!!!

Speed broadband up INSTANTLY by getting rid of the current Bt BRAS profile system. Let people connect at their sync rate but for safety with error correction take only 200kbps off the line speed rather than 500-1MB chunks (eg 5mbps = 4mps and 3.9 = 3 mbps on BT!!!)