Title:

Mrs

Forename:

Marianne

Surname:

Overton

Representing:

Self

Organisation (if applicable):

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:

This consultation is all geared towards increasing competition as if the market can solve the problems. It cannot. Bigger companies are good at wiping out the competition and you have already ensured that by handing such huge contracts to BT when you required a fixed wire solution. Best option now is for govt to take it in hand, sort it out and stop handing over such vast amounts to one supplier who fails to deliver as promised. There is no proof that they are meeting their targets since we are not allowed to see the addresses they claim to have reached. Software used by the boundary committe would work to check their claims if allowed to use it. The data is hidden from us and we have no idea how they are doing.

Question 1: Do stakeholders agree that promoting effective and sustainable competition remains an appropriate strategy to deliver efficient investment and widespread availability of services for the majority of consumers, whilst noting the need for complementary public policy action for harder to reach areas across the UK?:

No, it is not working.

Question 2: Would alternative models deliver better outcomes for consumers in terms of investment, availability and price?:

Proper control by elected government, with proper costings.

Question 3: We are interested in stakeholders? views on the likely future challenges for fixed and mobile service availability. Can a ?good? level of availability for particular services be defined? What options are there for policy makers to do more to extend availability to areas that may otherwise not be commercially viable or take longer to cover?:

Huge amounts of subsidy given to BT who chose to only provide to profitable 85% leaving rural areas disadvantaged, when they are hte ones who most need it!

Huge expenditure on wires, which takes so long to get in place that it is overtaken by better and cheaper WiFi technology.

Huge sums wasted for little or no benefit, dependening where you live.

Question 4: Do different types of convergence and their effect on overall market structures suggest the need for changes in overarching regulatory strategy or specific policies? Are there new competition or wider policy challenges that will emerge as a result? What evidence is available today on such challenges?:

Is this question intended to be understood?

Question 5: Do you think that current regulatory and competition tools are suitable to address competition concerns in concentrated markets with no single firm dominance? If not, what changes do you think should be considered in this regard and why?:

BT too dominant, not well controlled. Contract insisted on using wires was the mistake, handing it all to one suplier without any competition possible.

Question 6: What do you think is the scope for sustainable end-to-end competition in the provision of fixed communications services? Do you think that the potential for competition to vary by geography will change? What might this imply in terms of available regulatory approaches to deliver effective and sustainable competition in future?:

Dont insist on fixed communications. That is what limits the market.

Question 7: Do you think that some form of access regulation is likely to continue to be needed in the future? If so, do you think we should continue to

assess the appropriate form on a case by case basis or is it possible to set out a clear strategic preference for a particular approach (for example, a focus on passive remedies)?:

Rural conections are more important and need to be prioritised. Cannot therefore allow contracts that accept 85% or 90% of people. Since 85-90% live in built-up areas, having that as your target igmores rural properties who are the very ones most in needof the service!

Question 8: Do you agree that full end-to-end infrastructure competition in mobile, where viable, is the best means to secure good consumer outcomes? Would alternatives to our current strategy improve these outcomes, and if so, how?:

Question 9: In future, might new mobile competition issues arise that could affect consumer outcomes? If so, what are these concerns, and what might give rise to them?:

Question 10: Does the bundling of a range of digital communications services, including some which may demonstrate enduring competition problems individually, present new competition challenges? If so, how might these issues be resolved through regulation, and does Ofcom have the necessary tools available?:

Question 11: What might be the most appropriate regulatory approaches to the pricing of wholesale access to new and, risky investments in enduring bottlenecks in future?:

Govt do it and do it properly.

Question 12: How might such pricing approaches need to evolve over the longer term? For example, when and how should regulated pricing move from pricing freedom towards more traditional charge controls without undermining incentives for further future investment?:

Question 13: Are there any actual or potential sources of discrimination that may undermine effective competition under the current model of functional separation? What is the evidence for such concerns?:

Question 14: Are there wider concerns relating to good consumer outcomes that may suggest the need for a new regulatory approach to Openreach?:

Question 15: Are there specific areas of the current Undertakings and functional separation that require amending in light of market developments since 2005?:

Question 16: Could structural separation address any concerns identified more effectively than functional separation? What are the advantages and challenges associated with such an approach?:

Question 17: What do stakeholders think are the greatest risks to continuing effective consumer engagement and empowerment?:

Question 18: What indicators should Ofcom monitor in order to get an early warning of demand-side issues?:

Question 19: What options might be considered to address concerns about consumer empowerment at each stage of the decision-making process (access, assess, act)? What more might be required in terms of information provision, switching and measures to help consumers assess the information available to them? What role may Ofcom have to play compared to other stakeholders (including industry)?:

Question 20: Are there examples in competitive or uncompetitive sections of the market where providers are not currently delivering adequate quality of services to consumers? What might be causing such outcomes?:

Question 21: What further options, if any, should Ofcom consider to secure better quality of service in the digital communications sectors?:

Question 22: Might there be future opportunities to narrow the focus of ex ante economic regulation whilst still protecting consumers against poorer outcomes?:

Question 23: Where might future network evolutions, including network retirement, offer opportunities for deregulation whilst still supporting good consumer outcomes?:

Question 24: What are the potential competition and consumer protection implications of the rise of OTT services? Might the adoption of such services enable future deregulation without raising the risk of consumer harm?:

Question 25: Are there any areas where you think that regulation could be better targeted or removed in future? What would be the benefit of deregulation as well as the main risks to consumers and how these could be mitigated? Please provide evidence to support your proposals.: