

Review of the Market for Standalone Landline Telephone Services

Consultation response from Mark Quentin Savege

Question 3.1: Do you agree with our provisional conclusion that there is a separate market for Standalone Fixed Voice residential access which includes both voice-only and split purchase consumers? Please provide reasons and evidence in support of your views.:

Yes. My land-line rental has been paid in advance each year and is NOT bundled with the negotiated broadband deal. Despite being paid for in advance, it cost £104 two years ago and on 16th Dec 2016, it cost me £205.08. So it has nearly doubled in 2 years and these are the discounted figures for paying in advance.

Question 3.2: Do you agree with our provisional conclusion that there is a separate market for Standalone Fixed Voice residential calls? Please provide reasons and evidence in support of your views.:

Yes. The negotiation for a better broadband deal did NOT include a negotiation for the land-line rental, which I was told was fixed and SEPARATE - as I paid it in advance. Afterwards, I was left with the feeling that the BT negotiator had re-couped all he had lost from the broadband deal by doubling my 'discounted' land-line charge.

Question 4.1: Do you agree with our provisional conclusion that, during the period covered by this market review, BT will have significant market power in the standalone fixed voice access market? Please provide reasons and evidence in support of your views.:

YES: Because they have a history of ancient copper wires going to equally ancient customers who regard mobile phones as an unnecessary money-pit. I sit near a land-line all day and night and do not want to be penalized - especially as I have been with BT for over 50 years!

Question 5.1: Do you agree with our provisional conclusion that, during the period covered by this market review, BT will have significant market power in the standalone fixed voice calls market? Please provide reasons and evidence in support of your views.:

YES: Because they have a history of ancient copper wires going to equally ancient customers who regard mobile phones as an unnecessary money-pit. I sit near a land-line all day and night and do not want to be penalized - especially as I have been with BT for over 50 years!

Question 7.1: Do you agree with the need to trial and test engagement remedies before implementation? Please explain your reasons for this.:

Don't know? What on earth are engagement remedies? Please don't use 'office-speak'

Question 7.2: Do you agree that remedies focussed on improving consumer communications to increase engagement listed below offer a reasonable prospect of success in encouraging competition?

- *information on savings;*
- *information on the switching process;*
- *introduction of a decision point; and*
- *remedies to facilitate response to this information.*

Please explain your reasons.:

YES - surely that should all have been in place years ago, if you really wanted to improve competition?

Question 7.3: Do you agree with our conclusions that the other remedial options we have considered, namely the establishment of a customer database for marketing purposes and automatic switching within BT's tariffs, raise significant implementation risks and therefore do not warrant further consideration? If you do not agree or consider there are other options we should have considered, please provide your reasons.:

YES - there could easily be a mistake which could lead to older people being worse off.

Question 8.1: Do you agree with our approach to determining the options for the level of price controls for standalone fixed voice services? If not, please give your reasons.:

YES, but I do not agree that it should be limited to land-lines only with no other services. I am 70 and have been using computers and broadband since it started. I very much doubt that there will be many old people just with landlines and they will die out soon anyway. What we need is controls over BT trying to force us onto mobiles and trying to ditch landlines altogether. My wife and I will never use our PAY-AS-YOU-GO mobiles (on light-use tariffs) except in an emergency such as a car breakdown. We will never want to get rid of our landlines, but if BT keep doubling the line rental every two years we may be forced off it. What a waste of millions of pounds the roll-out of fibre-optic cable would then be!

Question 8.2: Do you agree with our proposed basket structure if implementing a price control for standalone fixed voice services? In particular, do you agree with the need for a separate sub-cap on the Line Rental within the basket? If not, please give your reasons.:

Goobledy-gook! Don't understand a word of this jargon.

Question 8.3: Do you agree that it would be appropriate to allow the prices in a price control basket to rise by up to consumer price index? If not, please give your reasons.:

NO - allowing things to rise on account of inflation is what causes inflation.

Question 8.4: Do you agree that we should exclude Home Phone Saver and Line Rental Plus from the price control? If not, please give your reasons.:

NO - Never heard of either of them.

Question 8.5: Do you agree that it is appropriate for the Line Rental sub-cap to have greater price flexibility than the overall price cap to allow BT to rebalance pricing between the line rental and call prices? If not, please give your reasons.:

No - I am getting tired of this now.

Question 8.6: Do you agree with the services we are proposing to include in a price control remedy basket for standalone fixed voice services? If not, please set out your alternative proposals and please give your reasons.:

No - ditto

Question 9.1: Do you agree with our proposed set of remedies for the standalone fixed voice services markets, that is a price control, with a one-off adjustment set with reference to the costs of BT competitors in this market, and an obligation on BT to work with us to explore and

ultimately implement information options to promote competition? If not please set out your reasons.:

No! This is ridiculous!

Question 9.2: Do you agree that BT should have at least one month after the date of the statement to implement the new price structure? If not, please set out your reasons.:

No. I have just negotiated a reasonable broadband package with a totally unreasonable land line rental increase. Less than a month later, I find they are asking me to accept a £2.50 increase in broadband monthly charges and a whole raft of other increases. The term of one year is fixed and the price should also be fixed.

Question 9.3: Do you have any additional comments on our analysis or conclusions in this consultation?:

I am using Microsoft Internet Explorer and the frame below for identifying numbers and characters just has a picture of some mountains with an 'X' in the bottom right corner, so why is this not compatible with the latest IE?