WRITTEN EVIDENCE FROM ANDREW BUCKLE

I am woefully disappointed in the broadband provision in my area. We live in a TPON area which means that we can either get access to the internet via BT through a special street cabinet they have installed or give up as no other internet access provider has access to it.

This situation came about as our housing estate which is only 10 years old had it communications provisioned by BT using a technology that was not compatible with broadband.

I would like this situation to be remedied by BT or its Openreach subsidiary being forced to provide a telecommunications network open to all vendors. I would also like broadband to be available without having to pay a line rental for the phone service. I believe the DSL (broadband) and phone (voice) services should be separated like it is in other countries. This would enable people to purchase a broadband only service (Naked DSL) as it is otherwise known.

At the moment BT operate still operate an monopoly and technologically hold this country back. Kingswells is a case in point and they should have to pay compensation for installing a woefully inadequate telephone network in an estate that is only ten years old.

Another point that causes terrible frustration for residents of this community is that orders can be placed with other internet service providers to obtain broadband. They are then accepted as the checking system does not state that the telephone line is provisioned by TPON.

This sometimes results in losing a broadband service until you can get a service reinstated by BT. I think BT should be fined a large amount each time this happens as some people depend on having such a service to work from home. A fine of a £1000 pounds would soon stop this practice. In the past the checker always used to have warning stating that a broadband service may not be able to be provided because of the TPON issue.