

Petitioner submission of 22 November 2023

PE1931/E: Improve the R100 rollout by prioritising properties who currently have speeds of less than 5 Mbps

I have a number of reasons as to why I have not responded to my petition, but here is my response for the committee now:

1. I have been very busy looking after elderly parents
2. I have lost all faith that I will ever be upgraded to more than copper back to the exchange and become very disheartened indeed. I keep being given promises and dates and these promises and dates keep pushed back. It really does feel like digital exclusion. I have less than 5 mbps yet those who already have adequate speeds are being upgraded to superfast GB speeds. I can't watch BBC iPlayer, something most people take for granted.

There appears to be so much smoke and mirrors about all of this, voucher schemes etc are just sticking plasters. I am less than 3 miles from Elgin, fibre is only 800m away, in fact it passes cabinet 3 which I am connected to.

I do hope that one day, I might get to 10 mbps, a speed that the majority in Scotland now would consider inadequate, I would be satisfied.

I am increasingly being excluded from the ISP market place as many operators will only offer fibre.