

## RURAL ECONOMY AND CONNECTIVITY COMMITTEE

### DRAFT BUDGET 2017-18; BROADBAND

#### SUBMISSION FROM WENDY GRAHAM

I am writing as a resident of a rural area of Perth and Kinross, which currently does not have a broadband service which fully meets my needs. The area in which I live has no TV reception and only selective, intermittent radio reception, so I am reliant on the internet for access to the outside world. Terrestrial broadband is only 7 miles away but BT have said they will not extend it. I currently use satellite.

#### **What I need or would like to do via internet that I'm currently unable to do**

Stream television – enough programmes to justify the fact that I now have to pay a licence fee, even though with a 20gB monthly download limit, I can watch less than 1 hour per day.

Complete tax returns and use other official services without being timed out. If I can't do whatever it is on-line, doing it in person means a 100 mile round trip.

Skype

#### **Aspirations for availability and reliability of services**

Systems that are supported by engineers based hundreds of miles away in England are unable to give an acceptable continuity of service. If an on-site visit is necessary, a 10 hour drive means a minimum 3 day outage.

We need systems where contention from multiple users is catered for and does not result in significant downgrading of services.

#### **Cost to Consumers**

I believe the price to consumers of broadband needs to be looked at in the context of the total cost of a consumer's spend on telecommunications.

In big towns with superfast broadband BT offers a broadband package covering unlimited broadband use at speeds up to 52mB, plus line rental and phone calls for **£39.99** per month

Even closer...less than 10 miles away, BT offers a broadband package covering unlimited broadband use at speeds up to 17mB, plus line rental and phone calls for **£32.99** per month.

**£26** a month gives me a basic BT phone package including line rental and a further **£39.99**, gives me a satellite broadband service with similar speeds, but download is restricted to an unsatisfactory 20gB per month. So, I pay a total of **£66** per month for telecoms services.

Wendy Graham

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