

Dear Sir/Madam,

Although I am lucky to live in the country running a business it is becoming progressively more difficult as urban areas use more and more resources, leaving us ever further behind. Communications is a constant problem with no fibre within 5 *kilometres* of my house and a download speed of 1.7 - 2.2 Mbps and an upgrade that is 'being planned' in the next 5 years. I can't have another line to my house for work as there are no spare numbers. Our mobile is 3g at best and in many places non-existent. The nearest 4g signal is about 8 miles away in parts of Norwich (I think).

Telecommunications is a virtual monopoly (especially Bt Openreach) and as such enjoys many advantages of little or no competition. With the ability to make super-normal profits there should be responsibilities. Like the Post Office there should be a universal delivery with no weasel words like 98.5% of the population. If there is any room to manoeuvre I will never get better services.

In case you think I am in a hard-to-reach area I am 8 miles from Norwich and in an area of almost flat land (I am 15 feet above sea level). I get virtually no service as there are not enough of us to be heard above the clamour of the new developments that demand what we don't even dream of.

Yours sincerely

Simon Gorton