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Future Telecoms Infrastructure Review
Department of Digital, Culture, Media and Sport
100 Parliament Street
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31st January 2018

I am writing in response to the Future Telecoms Infrastructure Review call for evidence. Which? welcomes the action that the Government is taking to ensure that the right conditions are in place for investment in world-class digital connectivity in the UK.

Access to good connectivity is essential for UK consumers. Which? research found that nine in 10 consumers consider a broadband connection essential to their everyday life alongside other essentials such as food, housing and utilities like water and energy.

Which? research has also uncovered the frustrations that consumers have with broadband services. The majority of UK households (53%) experienced a problem with their broadband provider in the last year. Furthermore, consumers have told us about the low levels of trust they hold in providers to deliver broadband and home services; just 38% of consumers said that they trusted their provider and 25% said that they actively distrusted them. It is therefore essential that any review into infrastructure considers how industry can deliver the best outcomes for consumers, ensuring they can access fast, reliable connections.

There remains a lack of consumer engagement in the communications market to switch provider and take up new deals. The Competition and Market Authority's recent study into digital comparison tools (DCTs) found price comparison websites were not working well within the broadband industry. Only about 10% of sales for broadband services are taking place through DCTs, compared with about 55% for motor insurance.

Given that good quality infrastructure and competition in the telecoms market is vital to meet the future needs of consumers, Which? would welcome the opportunity to engage with the Department as the review progresses.

We therefore look forward to working with the Government to ensure that consumers' interests are placed at the centre of this important review.

Yours sincerely

A handwritten signature in black ink, appearing to read "Pete Moorey".

Pete Moorey