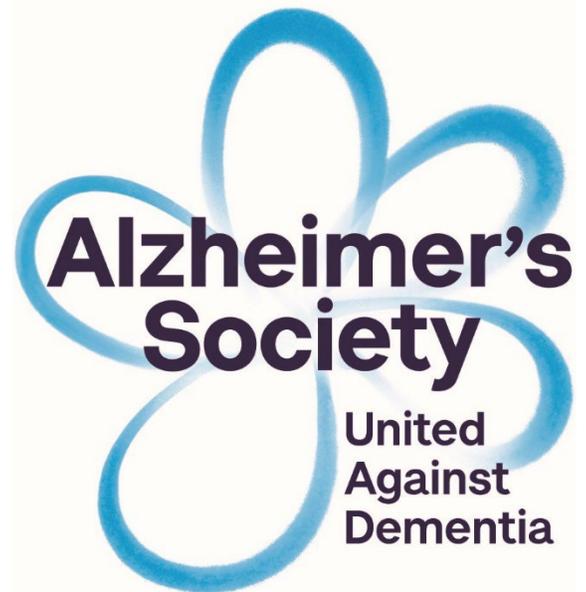


Alzheimer's Society  
c/o Specsavers  
La Villiaze  
St Andrew  
Guernsey  
GY6 8YP



23<sup>rd</sup> September 2021

Guernsey Competition and Regulatory Authority  
Suite 4 1<sup>st</sup> Floor  
La Plaiderie Chambers  
La Plaiderie  
St Peter Port  
Guernsey  
GY1 1WG

Dear Sir/Madam

**Call for Information - Fibre to the premises: Future approach to emergency calls**

I am writing in response to the above consultation and would like to raise the following concerns to be addressed.

People with dementia are among the most vulnerable people living in our society. Approximately 1,200 people are living with dementia in Guernsey. People with all forms of dementia experience a gradual (or sometimes faster) decline in cognitive function over time as their condition, for which there is no cure, progresses. A considerable number of these people will have problems using a mobile phone or not be able to use a mobile phone at all or during the progression of their condition have increasing difficulty using a mobile phone. More and more people with dementia continue to live on their own in the community with less support and this situation will almost certainly get much worse as Community Services are already overstretched and with no government plan in place to address the situation. Therefore, offering everybody a mobile phone, even if provided free, is not a solution for anyone who is not able to use the device or struggles to.

There are many other groups of people not able to use a mobile such as some people with learning disabilities and various conditions and I am sure they will be represented in this consultation by groups which support them.

Other people prefer not to use a mobile phone and their choice in the matter and safety should not be affected by the lack of available options or costs.

A simple, free and reliable solution is needed such as the BBU. If this does not require any technical competence by the customer and will be provided, installed, maintained and replaced free of charge indefinitely to all vulnerable customers by the service provider then that could be an appropriate solution.

What happens in areas where there is poor signal?

Responses to some of your questions:

P 5.4

- 1) Yes
- 2) Both categories
- 3) All
- 4)
- 5) Business to pay

22) Yes

30) Yes, replace them

32) Operators. Vulnerable subscribers will not be able to do this

More and more people in Guernsey are falling on hard times due to the increasing cost of living in Guernsey so we would like a reassurance that there will be no detrimental impact financially to any vulnerable people.

We would have liked to answer more of the questions in full and give more reasons but the correspondence was only forwarded to us on the 6<sup>th</sup> September leaving very little time.

Yours faithfully

Michael Nicholls  
Dementia Support Worker