

From: [REDACTED]
To: [NTP Guidelines](#); [NTP Guidelines Notifications](#)
Subject: Customer Information about BEREC Report on the location of the network termination point
Date: Wednesday, 20 November 2019 16:04:00

Dear Sir or Madam,

i am a customer of the german cable docsis ISP Unitymedia (now acquired by Vodafone) and i became attentive on an open and critical letter of the ISP's in Germany over the so-called "Routerfreiheit" (NTP location "A"), see <https://netzpolitik.org/2019/warum-die-debatte-um-die-routerfreiheit-wieder-hochkocht/>.

After that article i got really afraid that the modem location will change to NTP location "C" (also i got really angry because of the situation years ago in germany)

In the past my family and friends were damned to use unstable devices from the ISP's (NTP location "C"). Due to the use of the provider offered devices my family had issues with the internet connection (due to DS-Lite introduction and unstable firmwares), telephony and faxing. Everything has been very unstable and unreliable and we could not choose any own Modem/Router. Just a pain in the ass. There have been a lot of complaints due to unstable devices at all ISP's. All of the ISP devices have been unreliable, unstable and not been updated.

After the german government have changed the location of the modem to the NTP location "A" the situation in germany is much better. There are devices available for DSL, Coax/Cable and FTTH.

I am not sure whether a customer can participate on the Public consultation for BEREC Guidelines but i hope so. I am very happy about your report and can confirm all the stated issues
https://berec.europa.eu/eng/document_register/subject_matter/berec/reports/8252-berec-report-on-the-location-of-the-network-termination-point

Please keep in mind that there is still a lot of discrimination of end-users which use own CPE/modem. As a customer of Unitymedia i had to fight a lot to get my own CPE/modem running. Vodafone refuses to activate some devices due to their ipv6 only activation portal (due to some firmware misbehaviour, see <http://wiki.cable-wiki.xyz/TC4400>) and Unitymedia (my ISP's) is unable to release devices which have been activated once. This is still a big issue.

I am using the Technicolor TC4400 modem and i am a business customer of Unitymedia. I moved a few weeks ago and Unitymedia has not been able to reactivate my TC4400 modem again because it was bound to my old/former apartment and customer number. Due to my move my customer number changed and the service hotline has not been able to activate my current device again. Furthermore the activation can only be done by telephony. It took Unitymedia 3 days to activate my current modem again.

Furthermore the IPS's says that they are afraid that users will not update the devices. Somehow they forget that the ISP's have been the ones who did not care about updates at all (take a look at the Intel Puma 6 affected devices, it took the ISP's years to update them).

Thank you very much for your attention. I am looking forward to your upcoming guideline and report and i hope the european union will consider customer wishes and not listen primarily to the industry as in Germany. As a business customer i got so frustrated about the current situation in germany (no fiber available) that i am thinking to emigrate to switzerland in the future.

Best Regards

[REDACTED]