

List of ISP signatories to the 2010 Code

List A below shows those ISPs who informed us, at the time of implementation of the revised 2010 voluntary Code of Practice, that they wanted to sign up to it. List B shows those ISPs who have confirmed that they have now implemented and are signed up to the 2010 Code. ISPs who have signed up have agreed to abide by the principles and spirit of the Code. This does not guarantee compliance but we expect signatories to commit to honour the letter and spirit of the Code. We will monitor compliance with the Code using measures such as ongoing mystery shopping.

If you are an ISP and would like to sign up to the voluntary 2010 Code of Practice, please email Alastair.Hogg@ofcom.org.uk.

List A

- Aquiss Internet
- Be Broadband
- BT Total Broadband
- CI-Net
- Demon
- Eclipse Internet
- Fast.co.uk
- Firenet Internet
- GreenISP
- IDNet
- InTouch System
- Karoo
- MacAce.net
- Netplan Internet Solutions Ltd
- O2 Home Broadband
- Orange Home (now EE)
- Plusnet
- Rutland Telecom
- Sky
- Solutios
- Stream Networks Ltd
- TalkTalk
- Virgin Media
- Vivaciti
- Zen Internet

List B ⁽⁻¹⁻⁾

- Aquiss Internet
- Auracall

- Be Broadband
- BT Total Broadband
- Coms
- Eclipse Internet
- EE
- Fast.co.uk
- Fastnet
- Firenet Internet
- GOWEX UK Ltd
- GreenISP
- Hyperoptic
- IDNet
- InTouch System
- IVET
- Karoo
- MacAce.net
- OCTOPUS Telecom
- O2 Home Broadband
- Pulse8broadband
- Plusnet
- Rutland Telecom
- Seethelight
- Solutios
- Sky
- Talk Talk ⁽⁻²⁾
- Tentel
- Virgin Media
- Vivaciti
- WightFibre
- Zen Internet

Footnotes:

1.- Customers of fibre broadband services are currently provided with an estimated speed in the form of a point estimate rather than a range

2.- Excludes customers who are outside a TalkTalk network area or require a new telephone line; TalkTalk currently offer a 30-day 'no quibbles' option for customers to exit a broadband contract without penalty, but are yet to implement the Code's requirement that customers with actual speeds significantly below estimates have the right to exit a contract penalty-free within 90 days of signing a contract.