

Your response

Question	Your response
<p>Question 1: Do you agree with our proposals to issue guidance under GC C2.3, GC C1.3 and GC C1.5 to clarify:</p> <p>(1) that the description of broadband services should be consistent and include a one- or two-word description of the underlying technology; and</p> <p>(2) that the use of the terms 'fibre' and 'full-fibre' in the information that is provided to customers should only be used to describe fibre-to-the-premises (FTTP) services.</p>	Y
<p>Question 2: Do you agree with our proposal for providers to give an explanation of the one- or two-word terms used to describe the service, in a way that can be easily accessed by customers?</p> <p>Please provide evidence in support of your views.</p>	<p>Y – as a consumer I have been confused when the terms are not clearly defined and have often had to investigate in more detail.</p> <p>Usually, the actual broad band capacity offered is telling but not always.</p> <p>I work in technology; if I'm confused, I am sure a lay person will be.</p>

Please complete this form in full and return to broadbandinformation@ofcom.org.uk.