

## Consultation response form

Please complete this form in full and return via email to [broadband.speeds@ofcom.org.uk](mailto:broadband.speeds@ofcom.org.uk) or by post to:

Celia Pontin Ofcom Riverside House 2A Southwark Bridge Road London SE1 9HA

Consultation title	Broadband Speeds Code of Practice
Full name	Edwin Robin Cummings
Contact phone number	[X]
Representing (delete as appropriate)	Self / Organisation - please provide the <b>organisation's name below</b>
Organisation name	self
Email address	[X]
We will keep your contact number and email address confidential. Are there any additional details you want to keep confidential? (delete as appropriate)	Nothing/ Your name / Organisation name / Whole response / Part of the response (you will need to indicate which responses are confidential)
For confidential responses, can Ofcom publish a reference to the contents of your response?	Yes

### Your response

Energy and water, we pay for what we use rather than a quantity which is vague, usually unfulfilled, not measurable by the consumer and is actually no more than an exaggerated merchandising or promotional claim.

Being digital, could anything be more readily measured than actual broadband provision rather than promise?

## In a nutshell: PPP - *Pay for Provision not Promise.*

1. 1.1 Question 4.7: Do you have any comments on the proposed changes to the codes, as outlined in this consultation document (including Annex 1)? Please provide reasons for your response. In particular:
- a. a) Do you agree that the codes should require the provision of speed estimates that reflect peak-time network congestion?
  - b. b) Do you agree that the minimum guaranteed speed should always be given to customers at point of sale?
  - c. c) Do you agree that, **where a customer's speed** falls below the minimum guaranteed level, there should be a limit on the length of time providers have to fix the problem before offering the right to exit? Do you agree that the limit should be 30 calendar days?
  - d. d) Do you agree that the right to exit should also apply to a landline service sold over the same line, and to pay-TV services purchased at the same time, as the broadband service?
  - e. e) Do you agree that the codes should be capable of being applied in full tincluding cable and FTTP?
  - f. f) How long do you

Confidential? – Y/N

consider that signatories should be given to implement the proposed changes following publication of the final version of the codes?

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