

Consultation response form

Please complete this form in full and return via email to 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	[X]
Contact phone number	[X]
Representing (delete as appropriate)	Self
Organisation name	
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)	Your name
For confidential responses, can Ofcom publish a reference to the contents of your response?	Yes

Your response

<p>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:</p> <p style="margin-left: 20px;">a) Do you agree that the codes should require the provision of speed estimates that reflect peak-time network congestion?</p> <p style="margin-left: 20px;">b) Do you agree that the minimum guaranteed speed</p>	<p>Confidential? – N</p> <p>A) Yes I feel that this is important</p> <p>B) Yes I feel this is a key issue and should said speed fall below this count as missold</p> <p>C) I feel that this should be reduced to a 1 week period for a chance to rectify the situation.</p> <p>D) Yes as these are often brought as package deals and thus the price is related.</p> <p>E) Yes</p> <p>F) 6 months</p>
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should always be given to customers at point of sale?

- 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) 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) Do you agree that the codes should be capable of being applied in full to all standard fixed broadband technologies, including cable and FTTP?
- f) How long do you consider that signatories should be given to implement the proposed changes following publication of the final version of the codes?

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