

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)	Whole response
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>a) Do you agree that the codes should require the provision of speed estimates that reflect peak-time network congestion?</p> <p>b) Do you agree that the minimum guaranteed speed</p>	<p>Confidential? – N</p> <p>I do agree with this, also the code should stipulate that the provider should increase the DL/UP speed in non-peak times to reflect the contract.</p> <p>I do agree with this, but also a middle and upper point should be specified, my current</p>
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<p>should always be given to customers at point of sale?</p> <p>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?</p> <p>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?</p> <p>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?</p> <p>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?</p>	<p>provider is abusing this term of minimum guaranteed speed by just giving me a bit more than minimum all the time, no matter of peak time or non-peak. (I get 23/24, guaranteed is 22, and I pay for 52).</p> <p>There should be a 72 hours maximum, not 30 days, unless there is a calamity or war there is no reason to stay with a provider that is not meeting the contract to the full extent. I have spent over 8 hours in the last 6 months on phones to get more than minimum speed. Minimum speed is not a solution, there should be middle and upper tier that providers should have as targets when they provide a service.</p> <p>As long as they are part of the same service, yes. EG: I have a landline just because that is the only way to get the broadband on my premises but I never use the landline.</p> <p>Yes, it's a service for which you pay and you expect to get to the full extent no matter the way is delivered to you.</p> <p>30 days from publication, hopefully this will help me get out from my contract that is abusive and not even reaching half of the speed for which I am paying.</p>
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