

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

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|---|-----------------------------------|
| 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) | My name |
| For confidential responses, can Ofcom publish a reference to the contents of your response? | Yes |

Your response

| | |
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| <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</p> | <p>I agree wholeheartedly with all of the particular points in this question.</p> <p>I think ISPs in general (and the “big ISPs” – BT, Sky, Virgin – in particular) have been misleading consumers for years with their advertising and marketing materials based on unrepresentative speeds. And then using unfair contractual terms to try to get off the hook.</p> <p>Most consumers are not technically skilled enough to know that they’re not getting what they thought they were paying for. My experience of dealing with BT support convinces me that most consumers would give</p> |
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the minimum guaranteed speed 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?

up in frustration if they complained. I very much doubt the other big ISPs are any different.

It would be a good thing for consumers if some of the money the ISPs pour into marketing were instead poured into actually improving their service, and these proposals might achieve that to a small extent.

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