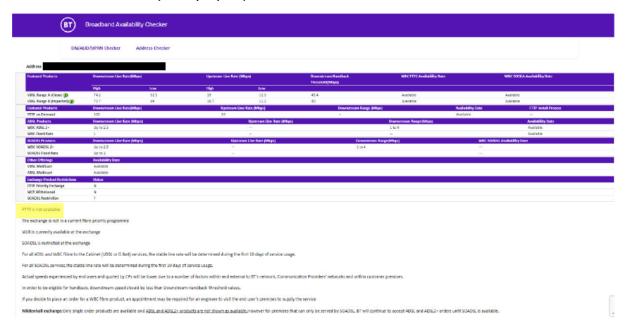
## **Your response**

Question	Your response
Question 1: Do you agree with our proposals to issue guidance under GC C2.3, GC C1.3 and GC C1.5 to clarify:  (1) that the description of broadband services should be consistent and include a one- or two-word description of the underlying technology; and  (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.	Confidential? – N  (1) I support the use of one or two word description that is consistently used by all the telecoms industry  (2) Fibre and full fibre are clear and easy to understand. Fibre should mean all fibre ie FTTP.  If a jumper is wool and acrylic, you can't describe it as a wool jumper to perhaps be able to charge more. Or a vegan meal as "mostly vegan"!
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?  Please provide evidence in support of your views.	Confidential? – N  I agree to providers giving an explanation of the one or two word terms to describe how FTTP is all fibre and FTTC is part fibre, part copper/coaxial cable.  I attach the current marketing of services available to my property. They all use the term fibre for something that isn't all fibre, it's a mix. It is confusing and not explained even in the small print. The only companies to explain it are the ones providing full fibre services.  It is misleading and causes confusion and stress, especially to the older generation who have not grown up in a digital age and don't understand what service they are paying for. Once signed up, they are tied into services for 18 months or two years and could feel they have been misled.

Please complete this form in full and return to <a href="mailto:broadbandinformation@ofcom.org.uk">broadbandinformation@ofcom.org.uk</a>.

An address search for my own property in  $symp \sim$  reveals FTTP is not available.



for only £3 a month

No landline phone service

Customise your package

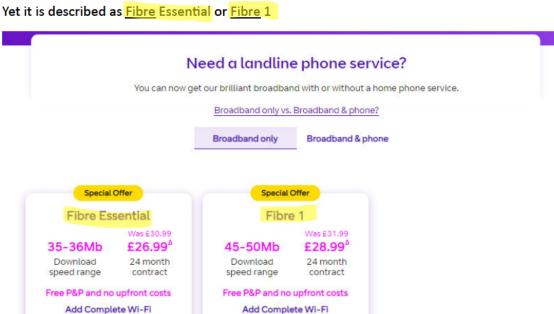
Checkout now

Everyday browsing and streaming for all of life's

essentials 32Mb Stay Fast Guarantee

8Mb - 9Mb Upload Speed

What these speeds mean for you



for only £3 a month

No landline phone service

Customise your package

Checkout now Browse, stream and download on

a few devices at once

37Mb Stay Fast Guarantee

8Mb - 9Mb Upload Speed

What these speeds mean for you

### No mention that they can only provide fibre to the cabinet.

### ^ Important information

~ BT Broadband

### Fibre from RT

#### Full Fibre from B1

8% UK coverage, Average speeds based on speed available to at least 50% of customers at peak time (8-10pm), Your actual speed will depend on home wiring, WI-Fi connection and time of day.

Openreach Survey: In some cases Openreach have to carry out a survey before they can connect a home to Full Fibre. To do this they may need access to your property, if they do we'll contact you to arrange a suitable time. If additional work is required, this may take longer than the initial set-up time provided and there could be additional costs. Our team of specialists will contact you to confirm what additional work is needed and how long this will take, usually within four weeks from the date your order was placed. If you don't want to proceed with you upgrade based on this, you will be able to cancel your order and no charges will be applied to your account. Not all lines in an ultrafast Fibre area can support this service, call today to see if you are eligible.

93% of calls dealt within UK and Ireland, some specialist teams are located offshore.

Streaming on multiple devices: The number of devices capable of simultaneous HD streaming on each package is based on an assumed minimum required speed of 10Mbps.

# The only mention of cabinet in their "Important information" section is below. It is still not made clear that only FTTC is available.

### Fibre speeds

BT Fibre speeds referred to are download speeds; speeds affected by various factors including distance from the cabinet, time of day and internal home wiring. If your line won't support our top speed, we'll offer the best speed available. We'll always offer the best available speed on your line.

Rmadhand Evtra

## I can get Fibre Essential - FTTC

Fibre Essential with Landline

Prices and terms subject to change during the contract term.

For new Fibre Essential customers that sign up for 24 months. Price frommonth 25 currently £36.99 a month. Includes a BT Home Hub (unless BT has already provided you with one). Compatible line required otherwise £49.99 connection charge may apply. Payment by Direct Debit. BT Virus Protect works on compatible PC/MACs.

Fibre Essential without Landline

Prices and terms subject to change during the contract term.

For new Fibre Essential customers that sign up for 24 months. Price from month 25 currently £31.99 a month. Includes a BT Home Hub (unless BT has already provided you with one). Compatible line required otherwise £49.99 connection charge may apply. Payment by Direct Debit. BT Virus Protect works on compatible PC/MACs.

### Or Fibre 1 - also FTTC

Fibre 1 with Landline

Prices and terms subject to change during the contract term.

For new Fibre 1 customers that sign up for 24 months. Price from month 25 currently £39.99 a month. Includes BT Virus Protect and a BT Home Hub (unless BT has already provided you with one). Compatible line required otherwise £49.99 connection charge may apply. Payment by Direct Debit. BT Virus Protect works on compatible PC/MACs.

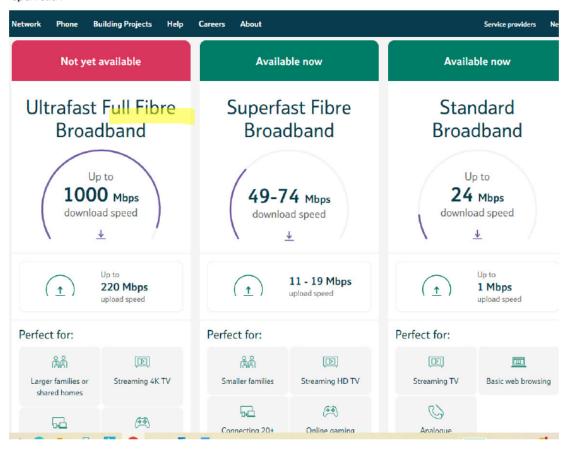
Fibre 1 without Landline

Prices and terms subject to change during the contract term.

For new Fibre 1 customers that sign up for 24 months. Price from month 25 currently £34.99 a month. Includes BT Virus Protect and a BT Home Hub (unless BT has already provided you with one). Compatible line required otherwise £49.99 connection charge may apply. Payment by Direct Debit. BT Virus Protect works on compatible PC/MACs.

Even Openreach want to demonstrate a difference between FTTC and FTTP. They describe FTTP as "full fibre".

## openreach



Virgin Media also use the term fibre for their fibre to the cabinet, coaxial cable to the house.

Here's what you can get at your home

