

Consultation response form

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

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Ofcom
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Consultation title	Broadband Speeds Code of Practice
Full name	Brian Turner
Contact phone number	[<]
Representing (delete as appropriate)	Self
Organisation name	n/a
Email address	[<]
We will keep your contact number and email address confidential. Are there any additional details you want to keep confidential? (delete as appropriate)	No
For confidential responses, can Ofcom publish a reference to the contents of your response?	Yes

Your response

My comments are based on changes in my ISP, and hence contracts, in the last year, and line problems recently experienced while contracted to BT.

I agree that the codes should require speed estimates that reflect peak time working, and for minimum guaranteed speeds to be given at contract time. For my home I pay for Fibre based Faster Broadband. However the fibre cabinet is over two kilometres from my house with copper cable and a large number of junction boxes on the way.

Having tested the line BT gave me download speeds of between 8 and 13 Mb with a guaranteed minimum of 7Mb. In practice the line has produced a maximum of 9.5 on very few occasions with the average best being 8Mb. We live in a medium density rural location but only one kilometre from the sizeable town of [<] and two and a half kilometres from the Telephone exchange as the crow flies. Needless to say the telephone line follows a circuitous route. Higher line usage is experienced at weekends when speeds can drop to 5Mb, but in general the 7Mb is achieved much of the time.

In mid-August we experienced a collapse of our broadband connection with speeds of from 2.5 to Zero MB. Over the next month we had four separate engineer visits until finally a reasonable speed was again achieved. The delay was caused by the problems inherent in the extended copper run and by poor communication within BT and Open Reach. Having experienced a thirty day virtual loss of Internet I consider that repair time to be excessive. I would opt for an absolute maximum of 14 days. There is little reason, other than staff levels that it should exceed five days.

Going beyond the remit of the current consultation, I am concerned that I pay Fibre Broadband rates when I receive maximum speeds around 8Mb. My daughter in [<] pays less for 66Mbps. In setting out my contract BT gave reasonable and expected performance figures, and they were open about their failure to meet the contract and released me from that contract should I wish to leave. However there are few alternative options, with Sky and Virgin not able to offer a service in this area. I would strongly support a system where one pays for the best or guaranteed speed in the contract rather than the means by which the service is to be delivered. That might also be an additional way of encouraging providers to extend the best technology more quickly.