

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	David D. Hodgkiss
Contact phone number	[X]
Representing (delete as appropriate)	Self
Organisation name	N/A
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)	Nothing
For confidential responses, can Ofcom publish a reference to the contents of your response?	Yes

Your response.

The proposals are essentially OK but as well the right to exit should be extended to give the customer the right to a refund as an addition / alternative. This principal has worked well with train companies and I consider that the risk of having to pay compensation has helped organisations to improve the standard of service being provided. Simply losing a customer is not as meaningful as having to pay money back.

1. 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: a. a) Do you agree that the codes should require the provision of speed estimates that reflect peak-time network	Confidential? – Y/N
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congestion?

- b. b) Do you agree that the minimum guaranteed speed should always be given to customers at point of sale?
- c. 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. 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. 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. 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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