

## Consultation response form

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

Celia Pontin  
Ofcom  
Riverside House  
2A Southwark Bridge Road  
London SE1 9HA

<b>Consultation title</b>	Broadband Speeds Code of Practice
<b>Full name</b>	Ian Robinson
<b>Contact phone number</b>	
<b>Representing (delete as appropriate)</b>	Self / Organisation - please provide the organisation's name below
<b>Organisation name</b>	Self and my neighbours
<b>Email address</b>	
<b>We will keep your contact number and email address confidential. Are there any additional details you want to keep confidential? (delete as appropriate)</b>	Nothing/ Your name / Organisation name / Whole response / Part of the response (you will need to indicate which responses are confidential)
<b>For confidential responses, can Ofcom publish a reference to the contents of your response?</b>	Yes/No

## Your response

It is shameful how ISPs charge premium internet rates (e.g. Infinity 1 and 2) when the infrastructure on an estate like ours in [ ] can only provide speeds equivalent to a basic broadband package (e.g. 23mbps). They are profiting on peoples lack of knowledge of the technicalities of the systems available in their vicinity. What's more, they are advertising super fast broadband in these areas to get people to sign up for services that in reality are not possible to provide. i.e. letting people believe that they can get a service at or near 52mbps when in fact the system can only give them 23mbps in reality. I and my neighbours have had lots of problems with connections and speeds on this estate ([ ]), but it is the poor infrastructure that is as much at fault. The ISPs just seem happy to profit by charging premium rates for poor provision. The consultation paper does force the ISPs to advertise the correct achievable speeds in their contracts, but it is not really addressing the true issue, which is what they are charging for particular speeds and they are wrapping services prorated based on available band rather than actual speed. The paper should go further and get ISP contracts to reflect actual achievable speeds.

**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) Do you agree that the codes should require the provision of speed estimates that reflect peak-time network congestion? YES
- b) Do you agree that the minimum guaranteed speed should always be given to customers at point of sale? YE
- 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? YES
- 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? YES
- 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? Yes
- 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? It should be immediate

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