

## 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>	[X]
<b>Contact phone number</b>	[X]
<b>Representing (delete as appropriate)</b>	Self
<b>Organisation name</b>	N/a
<b>Email address</b>	[X]
<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>	Name, Phone Number, and Email address.
<b>For confidential responses, can Ofcom publish a reference to the contents of your response?</b>	Yes

## Your response

<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)</p> <p>b)</p> <p>c)</p>	<p>Confidential? – N</p> <p>I believe that all ISP's <b>must</b> carry a line test on <b>every</b> customer <b>before</b> they join. Then offer them their most appropriate package based on the results of the line test.</p> <p>ISP's <b>must</b> clearly state guaranteed <b>24/7 sustained</b> minimum download and upload speeds that a particular customer could <b>realistically</b> expect</p>
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d)

e)

f)

g)

h)

i) Do you agree that the codes should require the provision of speed estimates that reflect peak-time network congestion?

b) Do you agree that 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?

d) Do you agree that the limit should be 30 calendar days?

e) 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?

f) Do you agree that the codes should be capable

based on the results of their line test. All speeds **must** be quoted in Megabytes/Gibibytes per second, this is how computers and the general public measure data. And so the most useful to customers.

Yes.

Yes.

Yes.

Yes, 30 days **maximum**.

Yes.

Yes.

1 year maximum.

of being applied in full to all standard fixed broadband technologies, including cable and FTTP?

g) 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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