

Consultation title	Broadband Speeds Code of Practice
Full name	[X]
Contact phone number	[X]
Representing (delete as appropriate)	Self
Organisation name	
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)	My name
For confidential responses, can Ofcom publish a reference to the contents of your response?	Yes

Your response

<p>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:</p> <p>a. a) Do you agree that the codes should require the provision of speed estimates that reflect peak-time network congestion? Yes</p> <p>b. b) Do you agree that the minimum guaranteed speed should always be given to customers at point of sale? Yes</p> <p>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</p>	
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limit should be 30 calendar days? Yes

- 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? Yes**
- 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? Yes**
- 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? I'm not sure**

Other feedback

I really am sick of paying for Virgin media's most expensive package and no recourse for having very weak connectivity. I paid for a booster which made no difference whatsoever. No point changing because I don't trust any provider.

I don't have a printer - why isn't this an online form?