

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^[SEP] Ofcom^[SEP] Riverside House^[SEP] 2A Southwark Bridge Road^[SEP] London SE1 9HA

Consultation title	Broadband Speeds Code of Practice
Full name	Robert Merrick
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)	Nothing
For confidential responses, can Ofcom publish a reference to the contents of your response?	Yes

Your response

I think that the code of practice will have little effect in most cases, as the most ISPs use BT Openreach to provide the service from the exchange to the premises and therefore giving the customer the option to be release from the contract and to go elsewhere will not provide them with any better service.

We have been put in this position with BT. When BT Openreach rolled out Fibre to the Cabinet with support from West Sussex County Council through the government scheme for Super Fast Broadband we signed up for it immediately. In the email confirming our order BT stated the following:

We estimate your download speed will be between 18Mb and 25Mb, and your upload speed will be between 2Mb and 4Mb.

The lowest speed you can expect from your BT Infinity will be 15Mb^[SEP]

Initially we had no internet and once they had sorted out the connection that had not be done correctly we had 3Mbps. After several visits from BT Openreach engineers over a period of 12 months we finally got a speed of 8.5Mbps, well below the minimum 15Mbps that BT claimed we would receive. We final went through the process of complaining to the Ombudsman that finally offered us £100 compensation from BT and to allow us out of the contract to and go to a new provider.

In our case this would NOT improve our broadband speed and secondly if I looked at expect broadband speed now BT Openreach have adjusted the expected figure to match the current speed we get, hence it's pointless moving unless for cost.

The problems is that BT Openreach are NOT accountable to the end customer and the separation of BT Openreach has had very little effect as it is still part of BT Group.

BT Openreach have not invested in the copper infrastructure and in the case of the FTTC cabinet that our premises is connected to they did a partial upgrade to the copper to the house. When the FTTC cabinet was installed and rolled out BT Openreach ran a new cable from the FTTC cabinet to the other side of the village of Trotton to improve the line, the cable to properties nearer the cabinet, that we are connected to, was not upgrade. This has resulted in properties in Trotton that are half a mile further way from the cabinet having faster speed, twice as fast, broadband than we receive.

The problem that needs to be resolved is BT Openreach's monopoly on the last mile from the exchange to the premises and to force Openreach it fix issues with poor installation of FTTC that the government (West Sussex County Council) has funded. Otherwise the situation will still be the same.

Separation of BT Openreach has not made things any better and in terms of the end user it has made it worse because the end user cannot make a formal complaint to BT Openreach.

<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?</p> <p>b. b) Do you agree that the minimum guaranteed speed</p>	<p>Confidential? – Y</p> <p>a.) No, it has very little affect when BT Openreach has a monopoly on the last mile from the exchange to the premises.</p> <p>b.) Yes, but it should be enforced through</p>
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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?

the ISP and BT Openreach. BT Openreach and the ISP should be forced to provide the guaranteed minimum speed and upgrade the line if necessary. After all it is BT Openreach that are providing the estimated speeds, not the ISP.

- c.) Yes, but as I have already stated in my response ,it has no effect, BT Openreach should be held to account if it is their network that is the problem.
- d.) Yes
- e.) Yes
- f.) Immediately

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