

## 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>	Steven Richards
<b>Contact phone number</b>	[X]
<b>Representing (delete as appropriate)</b>	Self
<b>Organisation name</b>	
<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>	Nothing
<b>For confidential responses, can Ofcom publish a reference to the contents of your response?</b>	Yes

## Your response

<p><b>1.1</b> 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 style="margin-left: 20px;">a) Do you agree that the codes should require the provision of speed estimates that reflect peak-time network congestion?</p> <p style="margin-left: 20px;">b) Do you agree that the minimum guaranteed speed</p>	<p>Confidential? – N</p> <p>a) Yes</p> <p>b) Yes</p> <p>c) 30 days seems long to the consumer but about right for a large business to respond.</p> <p>d) Yes, it should apply to all services on the affected line, either individually or bundled, consumer to decide.</p> <p>e) To ANY technology. The rules should not limit themselves to current known technology. They should be future proof if possible.</p> <p>f) 3 month, but 6 would be tolerable.</p>
--	---

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? Do you agree that the limit should be 30 calendar days?
- 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) 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) How long do you consider that signatories should be given to implement the proposed changes following publication of the final version of the codes?

**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