

Your response

Question	Your response
<p>Question 1: Do you agree with our proposals to issue guidance under GC C2.3, GC C1.3 and GC C1.5 to clarify:</p> <p>(1) that the description of broadband services should be consistent and include a one- or two-word description of the underlying technology; and</p> <p>(2) that the use of the terms 'fibre' and 'full-fibre' in the information that is provided to customers should only be used to describe fibre-to-the-premises (FTTP) services.</p>	Confidential? – Y
<p>Question 2: Do you agree with our proposal for providers to give an explanation of the one- or two-word terms used to describe the service, in a way that can be easily accessed by customers?</p> <p>Please provide evidence in support of your views.</p>	Confidential? – Y Ofcom most definitely needs to ensure all ISPs especially Virgin Media let users retain their email addresses if they switch just like BT and Sky do. As this is stopping many cash strapped people from switching. Why will no one listen to us little people with no power or money to influence Ofcom

Please complete this form in full and return to broadbandinformation@ofcom.org.uk.