



Law Society
of Scotland

Consultation Response

OFCOM Consultation – Improving broadband
information for customers.

May 2023



Introduction

The Law Society of Scotland is the professional body for over 12,000 Scottish solicitors.

We are a regulator that sets and enforces standards for the solicitor profession which helps people in need and supports business in Scotland, the UK and overseas. We support solicitors and drive change to ensure Scotland has a strong, successful and diverse legal profession. We represent our members and wider society when speaking out on human rights and the rule of law. We also seek to influence changes to legislation and the operation of our justice system as part of our work towards a fairer and more just society.

Our Consumer Law sub-committee welcomes the opportunity to consider and respond to OFCOM's consultation: Improving broadband information for customers¹.

We have the following comments to put forward for consideration.

Consultation questions

Question 1: Do you agree with our proposals to issue guidance under GC C2.3, GC C1.3 and GC C1.5 to clarify:

(1) that the description of broadband services should be consistent and include a one- or two-word description of the underlying technology;

Yes. We believe that clear and consistent terms should be helpful.

(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.

While we have no evidence on this issue our view is that the proposal would appear to assist consumers by promoting clarity.

¹ [Consultation: Improving broadband information for customers \(ofcom.org.uk\)](https://www.ofcom.gov.uk/consult/condocs/broadband/broadband_161216/broadband_161216.pdf)

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? Please provide evidence in support of your views

Yes, we consider that an explanation of terms should be helpful to consumers.

[Redacted text block]