

**From:** [✂](#)  
**To:** [broadbandinformation](#)  
**Subject:** EXTERNAL:Improving broadband information for customers  
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Thank you for the opportunity to comment on Ofcom's proposals on this topic. I support the proposals, and find that the document has made the case well, using market research evidence.

Having a background in the telecoms industry, I'd like to pass on some difficulties that I've experienced in switching my own home broadband package. I hope that you may be able to act on these to the general benefit of customers who are trying to switch. They could all be dealt with in the first instance by improved customer information, though ultimately changes in the rules might be better still.

1 I asked my losing provider (✂) what was the best date to switch as the end of my contract (17 March) approached, in order to avoid both early termination charges and being billed for another month. (I realise that I should eventually get a refund for whatever part of the latter is unused). I was given a date (23 February), and ordered my new service on that date. It's annoying to find that I have nonetheless both incurred early termination charges, and been charged on 27 February for another full month by the losing provider. Is there in fact a way to avoid this happening on switching? Customer information from Ofcom on this could be helpful.

2 Having placed my order (with ✂) I was told that the new service would go live on 10 March, 15 days later, and that I had 14 days to change my mind about the switch, without penalty. I was not given any option over the date of the switch, which has subsequently proved quite inconvenient. On 7 March (within the 14 days) I asked if the switch could be delayed for a day or two, but was told that this was impossible "because of Ofcom rules". Again, it would help if Ofcom could publish clear guidance on customers' rights regarding the date (and if possible timing) of a switch.

3 I've been getting conflicting information from Openreach and ✂ about the availability of Superfast service, which I'd prefer if I could get it, at my address. Now they both say that it's unavailable, but differ on whether the capacity constraint is at the exchange or the cabinet. Either way, churn should mean that capacity might arise at any time, which in principle might allow me to upgrade. Apparently Openreach has no plans to expand capacity (far less to provide fibre to this inner-city street), and ✂ have no waiting list and no way of telling when capacity does become available - so it's down to me to keep checking. This is a third area where better customer information on customer and CSP rights and responsibilities would be helpful.

4 ✂ is improving on general industry practice by putting up its prices at

the end of the initial contract period (if you don't switch away) by "only" £5, rather than the much higher increases that are common. However, it says that the monthly price quoted in February will stay the same until then, not bothering to mention that (like just about everyone's) it will in fact go up by getting on for 15% in early April. This is clearly misleading, and I found the same thing with many other CSP's. This sounds more like a case for enforcement than for customer information, but customer warnings could be valuable.

5 As an environmentally-conscious switcher, I'd like to return unwanted routers for reprogramming and reuse, but this does not seem to be an industry standard procedure. Isn't this something that Ofcom could influence, if not require? and yet again, explain to customers where they stand.

Thanks for your consideration of these points. None of this is confidential, though if you publish it you might want to remove the names of specific CSPs.

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