

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>	<p>Confidential? – N</p> <p>(1) I support the use of one or two word description that is consistently used by all the telecoms industry</p> <p>(2) Fibre and full fibre are clear and easy to understand. Fibre should mean all fibre ie FTTP.</p> <p>If a jumper is wool and acrylic, you can't describe it as a wool jumper to perhaps be able to charge more. Or a vegan meal as "mostly vegan"!</p>
<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>	<p>Confidential? – N</p> <p>I agree to providers giving an explanation of the one or two word terms to describe how FTTP is all fibre and FTTC is part fibre, part copper/coaxial cable.</p> <p>I attach the current marketing of services available to my property. They all use the term fibre for something that isn't all fibre, it's a mix. It is confusing and not explained even in the small print. The only companies to explain it are the ones providing full fibre services.</p> <p>It is misleading and causes confusion and stress, especially to the older generation who have not grown up in a digital age and don't understand what service they are paying for. Once signed up, they are tied into services for 18 months or two years and could feel they have been misled.</p>

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

An address search for my own property in  reveals FTTP is not available.

BT Broadband Availability Checker

DN/ALID/UPRN Checker Address Checker

Address:

Feature Products	Downstream Line Rate (Mbps)	Upstream Line Rate (Mbps)	Downstream Handback Threshold (Mbps)	WBC FTTC Availability Date	WBC SOCEA Availability Date
	High	Low	High	Low	
VDSL Range A (Clear)	74.3	55.5	25	12.5	45.4
VDSL Range B (Impaired)	73.7	49	28.7	11.3	40
Feature Products	Downstream Line Rate (Mbps)	Upstream Line Rate (Mbps)	Downstream Range (Mbps)	Availability Date	FTTP Install Process
FTTP on Demand	350	50	—	Available	—
WBC Products	Downstream Line Rate (Mbps)	Upstream Line Rate (Mbps)	Downstream Range (Mbps)	Availability Date	WBC SOCEA Availability Date
WBC ADSL2+	20 to 23	—	1 to 8	Available	Available
WBC Fixed Rate	1	—	—	Available	Available
SOADSL Products	Downstream Line Rate (Mbps)	Upstream Line Rate (Mbps)	Downstream Range (Mbps)	WBC SOADSL Availability Date	
WBC SOADSL 2+	30 to 23	—	1 to 4	—	—
SOADSL Fixed Rate	20 to 2	—	—	—	—
Other Offerings	Availability Date				
VDSL MultiCast	Available				
ADSL MultiCast	Available				
Exchange Product Restrictions	Status				
FTTP Priority Exchange	N				
WBC Restricted	N				
SOADSL Restriction	Y				

FTTP is not available.

The exchange is not in a current fibre priority programme.

WBC is currently available at the exchange.

SOADSL is restricted at the exchange.

For all ADSL and WBC Fibre to the Cabinet (VDSL or G.fast) services, the stable line rate will be determined during the first 30 days of service usage.

For all SOADSL services, the stable line rate will be determined during the first 30 days of service usage.

Actual speeds experienced by end users and quoted by CPs will be lower due to a number of factors within and external to BT's network, Communication Providers' networks and within customer premises.

In order to be eligible for handback, downstream speed should be less than Downstream Handback threshold values.

If you decide to place an order for a WBC Fibre product, an appointment may be required for an engineer to visit the end user's premises to supply the service.

Midweek exchange: Only single order products are available on ADSL and ADSL2+ products are not shown as available. However, for premises that can only be served by SOADSL, BT will continue to accept ADSL and ADSL2+ orders until SOADSL is available.

Yet it is described as **Fibre Essential** or **Fibre 1**

Need a landline phone service?

You can now get our brilliant broadband with or without a home phone service.

[Broadband only vs. Broadband & phone?](#)

Broadband only
Broadband & phone

Special Offer

Fibre Essential

Was £30.99

£26.99^Δ

35-36Mb
Download speed range

24 month contract

Free P&P and no upfront costs

Add Complete Wi-Fi for only £3 a month

No landline phone service

Customise your package

Checkout now

Everyday browsing and streaming for all of life's essentials

32Mb Stay Fast Guarantee

8Mb - 9Mb Upload Speed

What these speeds mean for you

Special Offer

Fibre 1

Was £31.99

£28.99^Δ

45-50Mb
Download speed range

24 month contract

Free P&P and no upfront costs

Add Complete Wi-Fi for only £3 a month

No landline phone service

Customise your package

Checkout now

Browse, stream and download on a few devices at once

37Mb Stay Fast Guarantee

8Mb - 9Mb Upload Speed

What these speeds mean for you

No mention that they can only provide fibre to the cabinet.

^ Important information

^ BT Broadband

Fibre from BT

91% UK coverage. Average speeds based on speed available to at least 50% of customers at peak time (8-10pm). Your actual speed will depend on your location, phone line, home wiring, Wi-Fi connection and time of day. Check your speed at bt.com/speed. Our Fibre broadband is subject to availability, geographic location, computer specifications and a line check. The exchange list and dates are subject to change. [Terms apply.](#)

Full Fibre from BT

8% UK coverage. Average speeds based on speed available to at least 50% of customers at peak time (8-10pm). Your actual speed will depend on home wiring, Wi-Fi connection and time of day.

Openreach Survey: In some cases Openreach have to carry out a survey before they can connect a home to Full Fibre. To do this they may need access to your property. If they do we'll contact you to arrange a suitable time. If additional work is required, this may take longer than the initial set-up time provided and there could be additional costs. Our team of specialists will contact you to confirm what additional work is needed and how long this will take, usually within four weeks from the date your order was placed. If you don't want to proceed with your upgrade based on this, you will be able to cancel your order and no charges will be applied to your account. Not all lines in an ultrafast Fibre area can support this service, call today to see if you are eligible.

93% of calls dealt with in UK and Ireland, some specialist teams are located offshore.

Streaming on multiple devices: The number of devices capable of simultaneous HD streaming on each package is based on an assumed minimum required speed of 10Mbps.

The only mention of cabinet in their "Important information" section is below. It is still not made clear that only FTTC is available.

Fibre speeds

BT Fibre speeds referred to are download speeds: **speeds affected by various factors including distance from the cabinet**, time of day and internal home wiring. If your line won't support our top speed, we'll offer the best speed available. We'll always offer the best available speed on your line.

SmartHub Extras

I can get Fibre Essential - FTTC

Fibre Essential with Landline

Prices and terms subject to change during the contract term.

For new **Fibre Essential** customers that sign up for 24 months. Price from month 25 currently £36.99 a month. Includes a BT Home Hub (unless BT has already provided you with one). Compatible line required otherwise £49.99 connection charge may apply. Payment by Direct Debit. BT Virus Protect works on compatible PC/MACs.

Fibre Essential without Landline

Prices and terms subject to change during the contract term.

For new **Fibre Essential** customers that sign up for 24 months. Price from month 25 currently £31.99 a month. Includes a BT Home Hub (unless BT has already provided you with one). Compatible line required otherwise £49.99 connection charge may apply. Payment by Direct Debit. BT Virus Protect works on compatible PC/MACs.

Or Fibre 1 - also FTTC

Fibre 1 with Landline

Prices and terms subject to change during the contract term.

For new **Fibre 1** customers that sign up for 24 months. Price from month 25 currently £39.99 a month. Includes BT Virus Protect and a BT Home Hub (unless BT has already provided you with one). Compatible line required otherwise £49.99 connection charge may apply. Payment by Direct Debit. BT Virus Protect works on compatible PC/MACs.

Fibre 1 without Landline

Prices and terms subject to change during the contract term.

For new **Fibre 1** customers that sign up for 24 months. Price from month 25 currently £34.99 a month. Includes BT Virus Protect and a BT Home Hub (unless BT has already provided you with one). Compatible line required otherwise £49.99 connection charge may apply. Payment by Direct Debit. BT Virus Protect works on compatible PC/MACs.

Even Openreach want to demonstrate a difference between FTTC and FTTP. They describe FTTP as “full fibre”.

openreach

The screenshot shows the Openreach website with a navigation bar at the top containing links for Network, Phone, Building Projects, Help, Careers, About, Service providers, and Ne. Below the navigation bar are three columns representing different broadband services:

- Ultrafast Full Fibre Broadband:** Status: Not yet available. Download speed: Up to 1000 Mbps. Upload speed: Up to 220 Mbps. Perfect for: Larger families or shared homes, Streaming 4K TV, Connecting 20+, Online gaming.
- Superfast Fibre Broadband:** Status: Available now. Download speed: 49-74 Mbps. Upload speed: 11 - 19 Mbps. Perfect for: Smaller families, Streaming HD TV, Online gaming.
- Standard Broadband:** Status: Available now. Download speed: Up to 24 Mbps. Upload speed: Up to 1 Mbps. Perfect for: Streaming TV, Basic web browsing, Analogue.

Virgin Media also use the term fibre for their fibre to the cabinet, coaxial cable to the house.

Here's what you can get at your home

The screenshot shows the Virgin Media website with three broadband plans:

- M250 Fibre Broadband:** No setup fee. 264Mbps. £15 for 6 months, then £33 a month*. For busy households with 10+ devices. 24-month contract. No setup fee.
- M250 Fibre Broadband:** No setup fee. 264Mbps. £32.50 a month*. For busy households with 10+ devices. 18-month contract. No setup fee.
- Volt M250 Fibre Broadband:** No setup fee. 264Mbps. £31.99 a month**. Includes Xbox Series S or £200 bill credit. Ends in: 00d 11h 13m 57s. 18-month contract. No setup fee.