Your response

Question	Your response
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; and (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.	Confidential? – N Why not just call it: Fibre to the Cabinet (FTTC) and Fibre to The Premises (FTTP)? Used in full preferably not the FTTC/FTTP. Much easier to understand. Also tell the customer not only the guaranteed Down Speed, but also the Up Speed and expected Ping Times. It would also be useful to tell the customer about the network management policies re different mode being throttled back i.e. Peer to Peer (P2P) mode throttled back to from e.g. 53Mb to just 5Mb download speed.
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.	Confidential? – N Would like it a longer more informative understandable format While a few customs will not understand FTTP and FTTC it would be a lot more informative to use the full term. Also make them put all this information in all the advertisements TV/Radio/Printed materials. Also advertise their Social Tariffs and make by law that all have them Not sure what you mean about evidence. All I can say is look at my current provider ✂ networks performance which is currently FTTC. Down load guaranteed speed 52Mb (if your lucky), but it drops lower at times of the day and when that happens they wriggle out of the 52Mb Guarantee.

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