

## Your response

Question	Your response
<p><b>Question 1:</b> 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>The description of the connectivity should be made clear including consistent terminology of the underlying terminology.</p> <p>The use of terms fibre and full-fibre need to be expanded such that radio and other technologies can also have meaning to the customer. Maybe a term such as WIBRE could be utilised meaning a fibre connection over wireless (wireless fibre) for a fixed wireless access solution. This should be used to differentiate a mobile wireless solution such as a fixed 5G connection.</p>
<p><b>Question 2:</b> 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>Providers should give a simple explanation that should cover broadband connections, including cable which would come under FTTC and fibre offerings such as standard digital subscriber line (FTTC) and full fibre (FTTP), FWA WIBRE and mobile.</p> <p>This should allow a consumer to make better choices (if there are multiple providers) and they should also be made aware if the access medium is shared or not and what kind of contention.</p>

Please complete this form in full and return to [broadbandinformation@ofcom.org.uk](mailto:broadbandinformation@ofcom.org.uk).