

## 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>1) Without a doubt broadband service description should be consistent and clear. The problem is indeed people don't understand the difference between FTTC and FTTP. I have attempted to explain to several people with some success. Incidentally, my experience goes back to Arpanet and my work computer at RSRE being connected.</p> <p>2) I am not sure that the terms 'fibre' and 'full fibre' will work. How about 'fibre/copper' and 'full fibre'?</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>The providers should indeed be required to be consistent over the terminology used and to make sure it is not buried in 'small print'. A link to your lovely diagram should be required?</p> <p>My evidence for considerable lack of understanding is just based on many conversations with neighbours!</p>

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