

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>I am strongly in favor of the proposals. I have previously lived in Hong Kong and another country, where broadband was always unambiguously described according to the last mile technology and the estimated maximum speed. Over the years I've used dialup, ADSL, coax, cat5e, and fiber last mile connections, with eight different ISPs total. At no point has the type of backhaul been ever present in marketing or advertising information shown to the customer, even though, as far as I know, the ISPs providing me with cat5e have all used fibre in the backhaul.</p> <p>Recently I moved to the UK and the situation here has caused not only great confusion to me, with both BT and Virgin representing their DSL and coax, respectively, last mile offerings as "fibre", but also material issues. Expecting the Virgin Media "fibre" offering to use GPON, I purchased a 20m GPON patch cable so that I could place the CPE in a convenient location in my home. Only when the installation kit has arrived did I realize my mistake, and I had to return the patch cable.</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 with the proposal. A clear and unambiguous description of the last mile technology would bring the UK in line with global practice and reduce confusion among subscribers such as myself.</p>

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