

[REDACTED – redacted for publishing]

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Quality of Service Team  
Competition Group Ofcom  
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RESPONSE to “Changes to quality of service regulation of Openreach”

I agree with the Ofcom proposals set out in this document and your proposed direction set out in Annex 4.

In addition in paragraph 2.9. I consider it reasonable that Openreach has committed, voluntarily, to provide KPI information for the ‘Bulk provisioning orders’ during the implementation work.

The overall process is welcome as it will encourage Operators to achieve faster broadband services for their customers in an efficient and cost effective procedure.

Submitted by: [REDACTED]