

Cover sheet for response to an Ofcom consultation

BASIC DETAILS

Consultation title: Quality of Customer Service Review

To (Ofcom contact): John O'Keefe

Name of respondent: Aileen Boyd

Representing (self or organisation/s): Scottish and Southern Energy plc

Address (if not received by email):

CONFIDENTIALITY

What do you want Ofcom to keep confidential?

Nothing	Yes	Name/address/contact Details/job title	No
Whole response	No	Organisation	No
Part of the response	No	If there is no separate annex, which parts?	

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Ofcom seeks to publish responses on receipt. If your response is non-confidential (in whole or in part), and you would prefer us to publish your response only once the consultation has ended, please tick here.

Name Aileen Boyd

Signed (if hard copy)

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Dear John

Quality of Customer Service Review

We welcome Ofcom's review of the provision of quality of service information and have contributed to the earlier consultation on this subject.

With respect to the main focus of the current consultation, we agree with Ofcom's analysis that the current Topcomm scheme does not appear to be helpful to consumers while representing a significant regulatory burden to the communications providers subject to the requirement to be members of the scheme. Issues have also been raised about the comparability of the data produced for the scheme. We therefore agree that option 3 within Ofcom's consultation – that of withdrawing the Topcomm Direction – is the best option, given the evidence presented in the consultation.

We understand that Ofcom will be continuing with the process of re-evaluating its policy aims with respect to the provision of quality of service (QoS) information for consumers. As noted in our previous consultation response, we believe there should be a separation of the policy approach to "supply" side QoS and the infrastructure elements of QoS. On the supply side, we believe that expert research organisations already exist with experience in providing information that customers are interested in. For the infrastructure or network elements of service, there may be a case for more regulatory involvement in establishing the provision of QoS data and we see the links between this strand of policy development and Ofcom's recent research into broadband speeds.

I hope these comments are helpful.

Yours sincerely

Aileen Boyd
Regulation Manager