

Question 40:

If we considered it was appropriate to continue requiring providers to publish Quality of Service (QoS) information – and that the existing QoS Direction should be amended – who should QoS information be provided for? Should this include large business consumers?

Yes it should because small businesses are often suppliers to and users of large businesses and therefore it is helpful if this information is available.

Question 41:

What evidence do you have that small and large businesses would / would not benefit from QoS information?

We do not at the present time have any evidence, because we have not asked the direct question to our membership, but there seem to be a clear consensus that it is useful for small businesses to have access to QoS information.

Question 42:

Would information on one or more particular services be more or less valuable for different sizes of businesses?

No.

Question 43:

Could reporting information for small and large businesses together be misleading?

Yes. The data need to be kept separate as there is no comparison between large and small businesses. Small businesses are likely to have different requirements than large businesses. Better if the reporting is targeted.