

Response:

Your details	
Full name:	Ben Butler
Representing:	Individual
Contact phone number:	[><]
Organisation (Optional):	
Email address:	[><]
Confirmation:	I confirm that the correspondence supplied with this form is a formal consultation response. It can be published in full on Ofcom's website, unless otherwise specified below, and I authorise Ofcom to make use of the information in this response to meet its legal requirements.
Confidentiality	
We will keep your contact number and email address confidential. Are there any additional details you want to keep confidential? (Optional):	None
If you want part of your response kept confidential, which parts? (Optional):	
Confidential Responses Only:	
Ofcom may publish non-confidential responses on receipt:	Ofcom may publish non-confidential responses on receipt
Your response	
Do you agree with our framework for assessment?:	Yes, fully.
Do you agree that in landline and broadband markets consumers are insufficiently protected from poor quality of service and that intervention is required?:	Absolutely. I experienced this first hand. It was distressing and the broadband provider did not take my complaint seriously.
Do you agree that it is appropriate for automatic compensation to be introduced for landline and broadband consumers?:	Yes.
Do you agree with our proposal to provide automatic compensation when a loss of service takes more than two full working days to be restored?:	Yes.
Do you agree with our proposal to provide automatic compensation when there are delays in provisioning a landline or fixed broadband service?:	Yes.

Do you agree with our proposal to provide automatic compensation when missed appointments take place with less than 24 hours of prior notice?:	Yes.
Do you agree with our proposals on transparency?:	Yes.
Do you agree with our proposals on the method and timing of payment?:	Yes.
Do you agree with our proposal not to have a payment cap (and our assessment of the reasons for and against it)? - If you consider there should be a payment cap, what should it be and why?:	I don't think there should be a cap.
Do you agree with our proposed exceptions?:	Yes.
Do you agree we should not to allow for a blanket exception for force majeure-type events?:	I don't understand the phrasing of this question, apologies.
Do you agree with our proposal on complaints and disputes?:	Yes.
Do you agree with the impacts we describe? Please wherever possible give your reasoning and provide evidence for your views.:	Yes - in my experience we were left without broadband for three months after an initial agreement was in place. The supplier blamed factors outside of their control, but the factors were within their control - requiring a day's worth of maintenance work. We were powerless and ignored.
Do you agree with our provisional conclusions on residential landline and broadband services?:	Yes.
Do you agree with our proposal of 12 months to implement automatic compensation?:	Yes, I don't mind if it takes longer to implement though.
Do you agree with our proposal to monitor the impact of automatic compensation?:	Yes
Do you agree with our proposals for greater transparency regarding service quality and compensation for products targeted at SMEs?:	Yes
Do you agree with our provisional conclusions not to introduce automatic compensation for delayed repair of mobile loss of service?:	Yes

Do you have any comments on the draft condition set out in Annex 14 to this document?:	No
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