

Response:

Your details	
Full name:	Bridget Derc
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
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Confidential Responses Only:	
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Your response	
Question 1: Do you agree with our framework for assessment?:	yes
Question 2: Do you agree that in landline and broadband markets consumers are insufficiently protected from poor quality of service and that intervention is required?:	yes
Question 3: Do you agree that it is appropriate for automatic compensation to be introduced for landline and broadband consumers?:	yes
Question 4: 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
Question 5: Do you agree with our proposal to provide automatic compensation when there are delays in	yes

provisioning a landline or fixed broadband service?:	
Question 6: Do you agree with our proposal to provide automatic compensation when missed appointments take place with less than 24 hours of prior notice?:	yes
Question 7: Do you agree with our proposals on transparency?:	yes
Question 8: Do you agree with our proposals on the method and timing of payment?:	yes
Question 9: 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?:	yes. There should be no cap. The inconvenience of being without the service is not lessened over time so why should the compensation be capped. I would be better to increase it after an unacceptably long period. There has to be some pressure to get the job done. Raise it to £20 per day after 20 days
Question 10: Do you agree with our proposed exceptions?:	Strongly agree. However, there has to be a verifiable way of confirming that a fault lies with the customer and not provider. I have heard engineers say that a fault was on customer's premises when actually, the line had been brought down.
Question 11: Do you agree we should not allow for a blanket exception for force majeure-type events?:	Yes, strongly agree. I live in a rural area and our broadband fibre is overhead. The cable is at risk every time we have bad weather. Providers should be able to reconnect a broken line as quickly as the electricity board restores power.
Question 12: Do you agree with our proposal on complaints and disputes?:	yes
Question 13: Do you agree with the impacts we describe? Please wherever possible give your reasoning and provide evidence for your views.:	Broadly agree , though I can't vouch for all the figures. As a consumer I am happy to take some of the cost of the compensation scheme but ideally the providers need to manage their operations in such a way as to avoid having to make compensation payments.
Question 14: Do you agree with our provisional conclusions on residential landline and broadband services?:	yes
Question 15: Do you agree with our proposal of 12 months to implement automatic compensation?:	yes
Question 16: Do you agree with our proposal to monitor the impact of automatic compensation?:	Yes. I think you should also be able to monitor exceptions and have an independent resource that could verify that a fault was on the customer's side.

Question 17: Do you agree with our proposals for greater transparency regarding service quality and compensation for products targeted at SMEs?:	
Question 18: Do you agree with our provisional conclusions not to introduce automatic compensation for delayed repair of mobile loss of service?:	
Question 19: Do you have any comments on the draft condition set out in Annex 14 to this document?:	