

Response:

<b>Your details</b>	
Full name:	Zane Gulliford
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.
<b>Confidentiality</b>	
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):	
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<b>Your response</b>	
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. I have just been subjected to a 4 week wait for my broadband to be activated from switching from Plusnet to BT. I have had one excuse after another and have now been offered a paltry £28 as compensation. I would love to give you more details of my case if you are interested as evidence of why better compensation is needed. Customer service has been appalling. if the Government are serious about customers getting the best from switching this should not have been such a difficult process.
Question 4: Do you agree with our proposal to provide automatic compensation when a loss of service	Yes

takes more than two full working days to be restored?:	
Question 5: Do you agree with our proposal to provide automatic compensation when there are delays in provisioning a landline or fixed broadband service?:	Yes
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
Question 10: Do you agree with our proposed exceptions?:	Yes
Question 11: Do you agree we should not allow for a blanket exception for force majeure-type events?:	Yes
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.:	Yes
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?:	No, needs to be sooner
Question 16: Do you agree with our proposal to monitor the impact of automatic compensation?:	Yes
Question 17: Do you agree with our proposals for greater transparency regarding service quality and	Yes

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?:	Yes
Question 19: Do you have any comments on the draft condition set out in Annex 14 to this document?:	No