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The problem I see with the present document is that it does not cover repeated problems with the service. As far as I can see if my phone line packed up every month from now 'till the end of the century and Openreach repaired it on time - that would be satisfactory, I think not!

There must be a penalty arrangement for frequent faults which would encourage Openreach to get to the root of the problem rather than just applying a quick fix. I would suggest that more than two faults per annum is unsatisfactory and that there should be some rather sharp increase in penalties for further faults.

Regards,

Marc Isherwood

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