

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 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, in part. [X]

Question 13: Do you agree with the impacts we describe? Please wherever possible give your reasoning and provide evidence for your views.

Yes. Compensation for customers should also consider partial loss of service and apportion a percentage when a loss is partial. [X] With a disabled resident who cannot undertake Grocery shopping in store, access to online shopping is essential.

Question 14: Do you agree with our provisional conclusions on residential landline and broadband services?

Question 15: Do you agree with our proposal of 12 months to implement automatic compensation?

For automatic compensation, Yes. Providers should be enforced to provide the suggested compensation levels immediately by manual means and indeed this should be retrospective for any unresolved complaints which come within the bounds of the proposed measures.

Question 16: Do you agree with our proposal to monitor the impact of automatic compensation?

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?

Additional Information.

[X] Providers should only be able to award dividends after they have reached a measurable standard of continuous service.

For example, if a company has reduced faults resulting in compensation by 50%, they can award dividends from profits. Where providers fail to meet reasonable standards or are unable to maintain service levels, they should be required to retain and reinvest profits back into reducing compensation awards by improving service.

[X]