

Response:

Your details	
Full name:	[&<]
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):	Keep name confidential
If you want part of your response kept confidential, which parts? (Optional):	
Confidential Responses Only:	(Confidential Responses Only) Please TICK to allow Ofcom to publish a reference to the contents of your response (including, for any confidential parts, a general summary that does not disclose the specific information or enable you to be identified)
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, I wholeheartedly support and agree with framework for assessment as defined by OfCom
Do you agree that in landline and broadband markets consumers are insufficiently protected from poor quality of service and that intervention is required?:	Yes, right now the best recourse broadband users have is to change service providers, which could be difficult in certain areas.
Do you agree that it is appropriate for automatic compensation to be introduced for landline and broadband consumers?:	Yes, as that would force broadband providers to act swiftly.
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?:	To make it fair for the business, I think we should have a cap, equivalent to annual payment due to broadband service or payment made in total to broadband service whilst subscribers stayed with them, whichever is higher.
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?:	yes
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
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?:	No, I would start the proposal after a month of it been approved and implemented.
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?:	no

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