

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.
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We will keep your contact number and email address confidential. Are there any additional details you want to keep confidential? (Optional):	Keep name confidential
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Ofcom may publish non-confidential responses on receipt:	
Your response	
Do you agree with our framework for assessment?:	
Do you agree that in landline and broadband markets consumers are insufficiently protected from poor quality of service and that intervention is required?:	Yes, wholeheartedly.
Do you agree that it is appropriate for automatic compensation to be introduced for landline and broadband consumers?:	I do. I am currently suffering very poor service from BT and they are unwilling to discuss compensation until my order is completed which leaves me lacking an interim or full solution.
Do you agree with our proposal to provide automatic compensation when a loss of service takes more	I would suggest it would be more appropriate to use a time of 48 hours from when the fault was logged with the provider.

than two full working days to be restored?:	
Do you agree with our proposal to provide automatic compensation when there are delays in provisioning a landline or fixed broadband service?:	Yes. I furthermore think companies should have a greater obligation to disclose the reasons for the delay in a transparent way, including producing standard documents (infographics would be a possibility) explaining the full process of providing a service, which would allow consumers to understand how everything works. I am waiting for a service activation which was supposed to start 10 days ago and each time I speak to customer care I am given a different reason for the delay which as a consumer is extremely frustrating.
Do you agree with our proposal to provide automatic compensation when missed appointments take place with less than 24 hours of prior notice?:	Yes but there perhaps should be a very clear list of extenuating circumstances, e.g. engineer illness/accident
Do you agree with our proposals on transparency?:	
Do you agree with our proposals on the method and timing of payment?:	
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?:	
Do you agree with our proposed exceptions?:	
Do you agree we should not to allow for a blanket exception for force majeure-type events?:	
Do you agree with our proposal on complaints and disputes?:	I think in general consumers should not have to wait 8 weeks for a complaint to be resolved before going to the telecoms ombudsman as this is an extremely long time to wait when there is an issue with an essential service. I think providers should be compelled to offer interim solutions where possible, e.g. when a broadband service is not available, consumers could be offered mobile data on a sim card which could be used in a wi-fi hotspot device.
Do you agree with the impacts we describe? Please wherever possible give your reasoning and provide evidence for your views.:	

Do you agree with our provisional conclusions on residential landline and broadband services?:	
Do you agree with our proposal of 12 months to implement automatic compensation?:	I think the proposals should be given retroactive effect, possibly for a period of two years as it is clear that many consumers have suffered harm from the inaction of telecoms providers who have deliberately provided poor service without fear of sanction.
Do you agree with our proposal to monitor the impact of automatic compensation?:	Yes, in particular companies should not be permitted to raise consumer prices to cover the cost of compensation claims as this in effect means all customers are being penalised for poor service and those who actually suffer poor service are being doubly penalised (from suffering outages and paying higher prices).
Do you agree with our proposals for greater transparency regarding service quality and compensation for products targeted at SMEs?:	
Do you agree with our provisional conclusions not to introduce automatic compensation for delayed repair of mobile loss of service?:	
Do you have any comments on the draft condition set out in Annex 14 to this document?:	