

Please can you consider compensation for broadband which goes on and off. This is just as frustrating as broadband that is down for a period of time. I work from home and my broadband (Virgin and previously BT) consistently suffers from the line dropping in and out, which the suppliers cannot seem to correct. We are apparently at 'the end of the line'!!! This means I get thrown out of conference calls with clients and sometimes even have to go to the library to work because the service is so unreliable.

I have been complaining to Virgin for two years and previously complained to BT for a similar period.

We pay a lot for broadband connectivity and, whilst I recognise there will be times when problems are unavoidable, for the most part, we should be able to rely on a constant service being available.

Thanks

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