

Hello,

I think automatic compensation is a great idea. I have had numerous issues with Sky trying switch phone/broadband from TalkTalk. Without going into too much detail, Sky should have dealt with the situation but continue to pass the buck or blame TalkTalk or OpenReach. Even after the initial switch was resolved after a week from the switch date (with TalkTalk still active due to Sky!) several weeks later the service went down and OpenReach were due to send someone out some 5 days after the incident. No-one turned up (day wasted at home) and meanwhile Sky claimed it was resolved 2 days earlier even though this was not communicated so now wasting another day waiting for OpenReach to return. Whenever compensation for loss or lack of service was mentioned they ask the customer to call back to discuss which invariably means the moment has passed once the fault is fixed. OpenReach are completely out of control so if service providers can take some action due to their inaction then the consumer would at least benefit from wasted time and in my case expensive mobile data charges during the downtime.

Hope this is of some help - more than happy to provide this more 'formally' if needed. My only concern would be that faults are not acknowledged appropriately by service providers in order to avoid having to pay compensation which they do quite well to avoid at the moment.

Thanks, [✂]