

Response:

Your details	
Full name:	Tudor Wynn-Williams
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):	None
If you want part of your response kept confidential, which parts? (Optional):	
Confidential Responses Only:	
Ofcom may publish non-confidential responses on receipt:	Ofcom may publish non-confidential responses on receipt
Your response	
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, definitely, for the reasons set out in my detailed response on this issue sent to Ofcom separately by email as a Word file with supporting evidence as attached files.
Question 3: Do you agree that it is appropriate for automatic compensation to be introduced for landline and broadband consumers?:	Yes, definitely, for the reasons set out in my detailed response on this issue sent to Ofcom separately by email as a Word file with supporting evidence as attached files.
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, definitely, for the reasons set out in my detailed response on this issue sent to Ofcom separately by email as a Word file with supporting evidence as attached files.
Question 5: Do you agree with our proposal to provide automatic compensation when there are delays in	Yes

provisioning a landline or fixed broadband service?:	
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
Question 13: Do you agree with the impacts we describe? Please wherever possible give your reasoning and provide evidence for your views.:	Yes
Question 14: Do you agree with our provisional conclusions on residential landline and broadband services?:	Yes
Question 15: Do you agree with our proposal of 12 months to implement automatic compensation?:	Yes
Question 16: Do you agree with our proposal to monitor the impact of automatic compensation?:	Yes
Question 17: Do you agree with our proposals for greater transparency regarding service quality and compensation for products targeted at SMEs?:	No. Compensation available on business landlines should always include the option of the same automatic compensation on a business landline as Ofcom proposes for residential landlines.
Question 18: Do you agree with our provisional conclusions not to introduce	Not sure. Like Which? and Ombudsman Services I support automatic compensation in principle, but

automatic compensation for delayed repair of mobile loss of service?:	am wary of the practical difficulties of identifying who has been affected by mobile loss of service.
Question 19: Do you have any comments on the draft condition set out in Annex 14 to this document?:	No