

## Consultation response form

Please complete this form in full and return via email to [broadband.speeds@ofcom.org.uk](mailto:broadband.speeds@ofcom.org.uk) or by post to:

Celia Pontin Ofcom Riverside House 2A Southwark Bridge Road London SE1 9HA

Consultation title	Broadband Speeds Code of Practice
Full name	[X]
Contact phone number	[X]
Representing (delete as appropriate)	Self /
Organisation name	
Email address	[X]
We will keep your contact number and email address confidential. Are there any additional details you want to keep confidential? (delete as appropriate)	N/ Your name /
For confidential responses, can Ofcom publish a reference to the contents of your response?	Yes/

## Your response

I am a Virgin media customer. I currently pay for their top tier of 200MB which I am contractually obligated to pay until the contracts conclusion. I repeatedly get 30MB during peak times and have the connection constantly disconnecting.

I recommend that in addition to guaranteeing a minimum speed - they should have a minimum number of disconnections in a set period - eg 1 disconnection in an hour maximum otherwise they will just increase the speed - but make it only usable for a short period. They should also be guaranteeing the minimum speed over the entire peak period - instead of just 4 minutes at top speed.

Frankly I am not even offered compensation by Virgin, or **refunds or even can't get the customer service to call me back**

when I have a response.

They should also be obligated to publish an email address to log complaints and send notifications - currently Virgin only deals on the phone with issues. Their chat teams tell you to call in.

<p>1. 1.1 Question 4.7: Do you have any comments on the proposed changes to the codes, as outlined in this consultation document (including Annex 1)? Please provide reasons for your response. In particular:</p> <ul style="list-style-type: none"><li>a. a) Do you agree that the codes should require the provision of speed estimates that reflect peak-time network congestion?</li><li>b. b) Do you agree that the minimum guaranteed speed should always be given to customers at point of sale?</li><li>c. c) Do you agree that, where a <b>customer's speed</b> falls below the minimum guaranteed level, there should be a limit on the length of time providers have to fix the problem before offering the right to exit? Do you agree that the limit should be 30 calendar days?</li><li>d. d) Do you agree that the right to exit should also apply to a landline</li></ul>	Confidential? – Y/N
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service sold over the same line, and to pay-TV services purchased at the same time, as the broadband service?

- e. e) Do you agree that the codes should be capable of being applied in full to all standard fixed broadband technologies, including cable and FTTP?
- f. f) How long do you consider that signatories should be given to implement the proposed changes following publication of the final version of the codes?

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