

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.
Confidentiality	
We will keep your contact number and email address confidential. Are there any additional details you want to keep confidential? (Optional):	Keep name confidential
If you want part of your response kept confidential, which parts? (Optional):	
Confidential Responses Only:	(Confidential Responses Only) Please TICK to allow Ofcom to publish a reference to the contents of your response (including, for any confidential parts, a general summary that does not disclose the specific information or enable you to be identified)
Ofcom may publish non-confidential responses on receipt:	Ofcom may publish non-confidential responses on receipt
Your response	
Do you agree with our framework for assessment?:	Yes, agree that a better level of service provision needs to be provided by all companys
Do you agree that in landline and broadband markets consumers are insufficiently protected from poor quality of service and that intervention is required?:	Yes, to enable you to receive broadband you need to have a landline in most cases but does this need to be provided by the same provider? This has lead to companys then providing poor quality of service as the public is seen as tied to the one providers for both services
Do you agree that it is appropriate for automatic compensation to be introduced for landline and broadband consumers?:	Yes but would like to see more guidelines concerning acts of gods and third party issues. What happens when a road maintenance company cuts through a wire?
Do you agree with our proposal to provide automatic compensation when a loss of service takes more	Yes, but this needs to be reviewed if cause by third party, vandalism and acts of god

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, Ofcom should have access each companies booking system to ensure that agreed time table is provided This may have been
Do you agree with our proposal to provide automatic compensation when missed appointments take place with less than 24 hours of prior notice?:	This does not compensate those who have to take time from work to enable connections or repairs to be completed. Think this should be applied for missed appointments with less than 48 hours notice
Do you agree with our proposals on transparency?:	Transparency should apply to all parts of the agreement for the provision of service. With each customer being sent details of the time scales and cost.
Do you agree with our proposals on the method and timing of payment?:	Yes, should allow a period of review.
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?:	This should be part of Ofcoms role to decide the level of compensation or fine that should be paid by a company. Ofcom should carry out an audit of the complaints systems that each company uses and if they see that the company is repeating the same issue on a regular basis. Then Ofcom should decide the level of compensation and fine against the company. What should not happen is for companies to go bust because they are over whelmed with the level of compensation claims.
Do you agree with our proposed exceptions?:	I am not an expert but exceptions should always be at a low level. That they should always include acts of god and third party issues (vandalism and cut line by road maintenance as examples
Do you agree we should not to allow for a blanket exception for force majeure-type events?:	Yes, not an expert
Do you agree with our proposal on complaints and disputes?:	Ofcom should carry out audits of each companies complaint and dispute system
Do you agree with the impacts we describe? Please wherever possible give your reasoning and provide evidence for your views.:	Not an expert on the likely impact but the aim should be to improve the service level.
Do you agree with our provisional conclusions on residential landline and broadband services?:	The public should be allowed to use different landline and broadband providers. As companies know that you are tied to them if they provide both services.
Do you agree with our proposal of 12 months to implement automatic compensation?:	Ofcom should confirm that all companies are ready before the died line date.

Do you agree with our proposal to monitor the impact of automatic compensation?:	yes this should be a natural requirement for Ofcom to provide
Do you agree with our proposals for greater transparency regarding service quality and compensation for products targeted at SMEs?:	The Public and SMEs should receive the same level of service
Do you agree with our provisional conclusions not to introduce automatic compensation for delayed repair of mobile loss of service?:	As this is the system that we all are expected to use in the future. Ofcom should be ensuring that an agreed service level for repairs of mobile loss is introduced.
Do you have any comments on the draft condition set out in Annex 14 to this document?:	As stated above SMEs and the public should receive the same level of service. There should be no difference in the service provided