



# News Release

For immediate release 4 December 2008

**Responding to the introduction of the voluntary Code of Practice for Internet Service Providers (ISPs), Communications Consumer Panel Chair Anna Bradley said:**

“The coming into force today of the voluntary Code of Practice is very good news – as is the fact that ISPs covering 95% of broadband consumers have already signed up to it.

“The new Code will help consumers make better informed choices. It addresses the concerns that we raised with Ofcom and the ISPs last year about broadband speeds – about the mismatch between the speeds that consumers think they are buying and what they actually get.

“Ofcom’s pledge to monitor compliance with the Code over the next six months is a welcome move. We now need to be sure that ISPs honour their commitments.”

**Ends**

## **NOTES FOR EDITORS AND CSEs**

1. The Communications Consumer Panel was established to advise Ofcom on the consumer interest in the markets it regulates. The Panel is independent and sets its own agenda. Visit [www.communicationsconsumerpanel.org.uk](http://www.communicationsconsumerpanel.org.uk) for more information.
2. The Panel's members appointed by Ofcom are:
  - Anna Bradley (Chairman)
  - Ruth Evans (Deputy Chairman)
  - Fiona Ballantyne (member for Scotland)
  - Louisa Bolch
  - Kim Brook (member for Wales)
  - Colin Browne

- Roger Darlington (member for England)
- Maureen Edmondson (member for Northern Ireland)
- Leen Petre
- Damian Tambini
- Bob Warner

3. For further information about Communications Consumer Panel members go to <http://www.communicationsconsumerpanel.org.uk/about/>

## **CONTACT**

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