

## Press Release

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For immediate release 27 July 2010

### Panel welcomes plans to improve broadband services, but calls on ISPs to help consumers more

The Communications Consumer Panel welcomes Ofcom's plans to strengthen the Voluntary Code of Practice on Broadband Speeds as a positive move to improve the service and speeds that consumers get. However, responding today, Anna Bradley, Consumer Panel Chair, said:

"The code leaves it to consumers to find out what speed they are getting. We believe that there should be greater emphasis on internet service providers (ISPs) to provide even more practical support to consumers. That's why the Panel is calling on ISPs to go back to consumers within a month of their contract starting to tell them what actual speeds they are getting, giving them a discount or moving them to a lower cost package if they aren't getting the speeds they were expecting."

**Ends**

#### CONTACTS

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#### NOTES TO EDITORS

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.

The Panel's members appointed by Ofcom are:

- Anna Bradley (Chair)
- 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

