



## **News Release**

For immediate release 29 March 2010

### **Consumers must have right to cancel if misled on broadband speeds**

Research published by Ofcom today found that Internet Service Providers are failing to meet the standards set out in Ofcom's Voluntary Code of Practice on Broadband Speeds, with mystery shoppers receiving conflicting and potentially misleading information.

The Communications Consumer Panel believes that it is vital that consumers should have access to readily available and easy to understand information about the kind of service they can expect from their broadband provider. Colin Browne, Consumer Panel member said:

“At the moment many consumers are signing up to broadband packages without access to crucial information about the speeds, and therefore the range and quality of services, they can expect. This is unacceptable.”

The Panel therefore welcome Ofcom's commitment to tighten the Code and ensure that consumers are given adequate information about their broadband service when making purchasing decisions. If Ofcom cannot secure agreement on tightening the code, or ensure full compliance with it, we support their proposal to move to formal regulation to ensure consumers are protected.

We also believe that consumers should be able to cancel their contract without penalty if their ISP cannot provide them with the speeds they were led to expect. Ofcom has announced its intention to explore the possibility of incorporating this in the Code, and we will be encouraging Ofcom to make sure that this happens.

#### **Ends**

NOTES FOR EDITORS AND CSEs

For more details on Ofcom's mystery shopping research go to:

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

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