

RESIDENTIAL CODE

Ofcom

Better Broadband Speed Information

2022 Voluntary Code of Practice (Residential)

“The Residential Voluntary Code of Practice on Better Broadband Speed Information aims to provide residential customers purchasing residential broadband services with clear, realistic speed information at point of sale and after-sale. It also sets out how signatories should manage customers’ speed-related problems and enable their customers to exit the contract without penalty if speeds fall below a minimum threshold.”

If you wish to read the policy in full, please see the 2022 Voluntary Code of Practice (Residential) here: https://www.ofcom.org.uk/_data/assets/pdf_file/0016/244321/2022-Voluntary-Code-of-Practice-Residential.pdf

Please note that FACTCO is not a signatory but is adhering to the principles by way of best practice.