Comparing the service quality of different broadband providers – Ofcom report published

At the end of September, Ofcom published their fourth annual report on how service levels compare in telecoms, which may be of interest to some of you.

The purpose of the 'Comparing customer service: mobile, home broadband and landline' report is to help people make informed decisions about which provider is best for them as part of Ofcom's work to ensure fairness for customers.

By shining a light on the performance of the UK's main mobile, broadband and home phone providers, the report allows people to look beyond the price and see what level of service they can expect from different providers. It also acts as an incentive for providers to improve their customer service.

The report covers customer experiences in 2019 and customer satisfaction level in January 2020, before the Covid-19 pandemic came to the UK. The pandemic is likely to have affected the levels of service received by customers (in areas such as new services and repair times) and this impact will be covered in their next annual report to be published in 2021.

Looking for cheap broadband? Useful info on comparing and switching broadband providers

Each year, millions of us blindly overpay for broadband as costs rocket when promotional deals end. If you are out of contract, MoneySavingExpert.com's 'How to get cheap broadband' guide gives impartial advice on how you can save £100s a year by switching to a different provider.

The guide, which is updated daily, also provides advice on switching during the pandemic, different types of broadband available to you, tools to find the best deals in your area, as well as information on how long it takes to switch provider.

They also provide information on whether you can get the advertised speeds, why you should aim for a package with unlimited data, how to haggle with broadband firms and advice on how to lower your costs with help from your broadband provider if you are struggling financially.

Visit How to get cheap broadband to find out more and you can also use their Broadband Unbundled tool to compare broadband packages available in your area.