

Automatic compensation for broadband users goes live

Five UK broadband and landline providers – BT, Sky, TalkTalk, Virgin Media and Zen – who together serve around 90% of landline and broadband customers in the UK, will now automatically compensate customers when services do not work.

Ofcom estimate that there are 7.2 million cases each year where broadband or landline customers suffer delayed repairs, installations or missed engineer appointments but as of April 1st customers who experience these issues will now be compensated without even having to ask.

Under the terms of the agreement, if an engineer does not arrive on schedule or cancels within 24 hours, the compensation will be £25. If a service stops working and is not fully fixed after two working days, customers will be entitled to £8 a day in compensation.

There will also be £5 per day offered for new services not starting on time.

Two other providers, Hyperoptic and Vodafone will begin automatic compensation later this year, while EE plans to start paying compensation automatically in 2020. Plusnet have also committed to the scheme but has not provided a timescale for when it will begin providing automatic compensation.

Please visit the Ofcom website for further details on the [automatic compensation scheme](#).

Best UK broadband providers to haggle with for a lower price

A recent survey has revealed that most UK consumers who haggled for a lower price with one of the largest fixed line broadband ISPs or mobile network operators were successful in saving money.

As ISP Review note in their recent article on [the best UK Broadband Providers to haggle with](#), it's no secret that you could save a lot of money through a bit of haggling but only around 10% of consumers actually do this with the majority of broadband ISP customers tending to remain with their ISP for at least 3 years. However, [remaining loyal to your ISP provider can actually end up costing you money](#).

ISP Review advise that even if you are generally happy with the service you are receiving from your ISP it is worth trying to haggle with them around the end of your contract or following a price hike and their [Tips for Cutting Your Broadband Bill Without Switching ISP](#) provides some helpful advice for doing this.