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12 October 2016

MY APPALLING BROADBAND SERVICE

I am writing to complain about the appalling broadband speeds that I am getting from Virgin Media. These are some of the examples, based on using the Moneysupermarket speed checker:

12/10 21:30 – 1.88Mbps

23/09/2016 20:26 – 4.63

11/08/2016 10:59 – 4.13

08/08/2016 08:45 – 5.25

A couple of the results are at what I assume to be busy times, but the other two are not. For the past week, the service has been especially slow. Several times I have tried to download an email with a single photo sent from my smartphone and have been unable to do so.

I have phoned your helpline several times to try to get the speed up to something reasonable. A couple of times this did result in an improvement. But any improvement did not last long. I phoned again on Saturday and was told that improvement works are in progress in the local area and that this will reduce the service until they are completed in December. I assumed this meant some sporadic disruption, but my service has remained incredibly slow since Saturday. I rang again this evening and was told that I should not expect any improvement at all until December. The exceptionally poor service was not a one-off, but now the standard.

Frankly, I think this is all appalling. These broadband speeds should be an embarrassment to you. I also find it amazing that your website this evening says 'No known issues' for my broadband. To put this into context, my broadband package is supposed to be "SuperFibre 50 - Up to 50 Mbps". I guess that, literally, this means I can't expect more than 50Mbps, but at the moment I cannot even get 5Mbps on a regular basis.

Please can you get someone to look into my case? I can only think that my service is exceptionally slow, as otherwise the only credible explanation is that every Virgin Media customer in this area is getting an equally poor service and the service has been getting worse whilst you have been recruiting new customers, presumably with the lure of “up to 50Mbps” broadband.

MICHAEL DAWSON