



Jack Whittle
266 Station Road
Bamber Bridge
Preston
PR5 6EB

Email: jackwhittle@zoho.com
Tel: 07377 077930



YOUFIBRE LIMITED
UNIT H, THE COURTYARD
TEWKESBURY BUSINESS PARK
TEWKESBURY
GL20 8GD

260410068869T_B1_02

Friday, 10 April 2026

My ref: 2026-JW-COM-4997

Your ref:

Delivered by email: jeremy@youfibre.com

Dear Mr. Chelot,

RE: FORMAL COMPLAINT: SERVICE FAILURE, BROKEN COMMITMENTS, AND REMEDY

This complaint concerns YouFibre and a clear and avoidable failure in service delivery on 10 April 2026, including loss of access to Technical Support, repeated failure to honour explicit callback commitments, and a breakdown in operational execution and ownership.

At 11:32, I contacted Technical Support regarding a port forwarding issue. I remained in queue for 1 hour and 45 minutes without being answered. I ultimately terminated the call due to an unacceptable failure to provide access to Technical Support within a reasonable timeframe. This is not a marginal delay; it is a failure of basic service availability.

Following this, I conducted independent research across multiple forums and user discussion boards. There is a clear and consistent pattern of reports from other YouFibre customers describing identical port forwarding failures. The evidence strongly suggests a systemic issue, most likely linked to router firmware behaviour preventing port forwarding rules from being applied correctly. This raises concern not only in relation to individual fault handling, but also wider service integrity and configuration control.

At 14:10, I contacted Sales (option 1) specifically due to the inability to reach Technical Support. The call was answered immediately. I spoke with Tim, who was made fully aware of both the technical issue and the 1 hour 45 minute failure to access support. Tim advised that Technical Support were "all on the phone" and stated he would raise a support request and that I would receive a callback within 30 minutes. That commitment was explicit, time-bound, and unambiguous.

At 15:11, I called back and spoke with a female Sales agent. She was unable to assist as she did not have the same system access as Tim. I ended the call due to frustration. I made further attempts to call back shortly after and continued to reach the same agent, and again terminated the calls.



At 15:15, I contacted YouFibre again and spoke with a different agent in the same team as Tim. I was informed that the callback request had been raised and escalated to management and that I would “definitely” receive a call back by close of business on 10 April 2026. That assurance was categorical.

No such callback was received.

At 19:23, I contacted Technical Support once again. I remained in the queue for 43 minutes without answer and ultimately terminated the call.

In total, I have spent a significant amount of time attempting to obtain support, including a combined minimum of 2 hours 28 minutes in queue, excluding additional repeated call attempts.

This level of service is not acceptable. It represents a clear failure in both accessibility and follow-through. Two separate explicit commitments were made to provide a callback within defined timeframes, both of which were not honoured.

As a consumer, I selected YouFibre based on its reputation for strong customer service and competitive pricing. While this is the first substantive issue I have experienced, the handling of it has been significantly below acceptable standards and has created the impression that commitments were made without operational control or ownership.

For context, I have worked within telecommunications contact centre environments across BT, Virgin, and Sky, progressing from frontline roles through to operational management. I am therefore fully familiar with queue governance, callback workflows, escalation handling, and service level accountability. On that basis, the failures observed here are not ambiguous or borderline; they indicate a breakdown in basic operational control, particularly around callback execution discipline and support accessibility.

This complaint is submitted under your formal complaints handling process and should be managed in accordance with Ofcom General Conditions relating to complaint handling. In the absence of timely resolution, I will escalate this matter to your appointed ADR scheme as part of the formal dispute resolution process.

Remedy Sought

In resolution of this complaint, I require the following:

1. A clear explanation of the port forwarding issue, confirming whether it is a known fault, under investigation, or not recognised, together with any relevant reference or status update.
2. Confirmation of what caused the extended Technical Support wait times on 10 April 2026, and what measures are in place to prevent a repeat of queues of this length.
3. A full explanation of the failed callback commitments made on 10 April 2026, including:
 - a. whether a callback request was logged,
 - b. why it was not actioned,
 - c. and what specifically broke down between commitment and delivery.
4. A service credit reflecting the material impact of the incident, including:
 - a. excessive time spent in queue,
 - b. failure to provide Technical Support,

- c. and failure to honour two separate callback commitments.
5. Confirmation of what immediate steps will be taken to improve the reliability of Technical Support access and callback fulfilment going forward.
 6. A practical update on resolving the port forwarding issue, including whether there is a workaround or expected fix timeline.

If the issue cannot be diagnosed or resolved via firmware, configuration, or network-side remediation, confirmation of the appropriate corrective action required to restore full port forwarding functionality, including replacement equipment if necessary.

The overall handling of this matter is not acceptable under any reasonable interpretation of consumer service standards. Combined with the inability to access Technical Support within a reasonable timeframe, this represents a clear breakdown in service delivery on the day in question and falls materially below the standard reasonably expected of a residential broadband provider, particularly one marketed on customer service quality.

This matter requires formal acknowledgement as a service failure and appropriate remediation without minimisation or deflection.

Yours sincerely,



Jack Whittle

