Question 3.1: Do you agree that the bulk porting process should not be included in this review and should be left to industry agreement?:

No, I believe that the bulk processing idea should be a liable process to be included in this review. It is the role of OFCOM to explore every possible avenue and I feel bulk porting would allow larger businesses to transfer up to 25 employee numbers in one transaction at the same time. This could cause less impact in terms of department changes and smaller businesses.

Question 4.1: Do you agree with Ofcom's view that the evidence suggests consumers would prefer a faster porting process?:

Yes, the consumer can be very impatient and anything which can quicken the porting process can only increase consumer satisfaction for businesses.

Question 4.2: Do you agree with Ofcom's view that the current process does not work well for all mobile consumers?:

Yes, many business customers lose business and mobile contact due to the present 2 day porting process.

Question 4.3: Are there any other areas of consumer harm that have not been identified? Do you have any evidence to demonstrate other areas of consumer harm?:

No

Question 4.4: Do you agree that Ofcom should intervene to introduce changes to the current MNP process to address the harm indentified?:

Yes, it is ofcom's role to manage these changes.

Question 5.1: Do you agree with Ofcom's view that the ?do nothing? option is unlikely to be appropriate in light of (i) evidence of consumer harm and (ii) noting the proposed one working day porting requirement under the New Telecoms Package? If not, please give reasons for your views.:

Yes, I agree. Ofcom should be proactive in ensuring the least amount of inconvenience is caused to the service users.

Question 5.2: Do you agree with the range of potential options Ofcom has set out?:

I believe some options such as bulk processes are being too easily dismissed.

Question 5.3: Do you consider that there are additional options that Ofcom should have considered? If yes, please explain what option(s) should have been considered and why.:

Question 5.4: Do you agree that a two hour timeframe in which to issue the PACs for Options B and D is appropriate? If not, please give reasons for your views.:

Yes, it seems reasonable.

Question 5.5: Do you agree there should be a difference between how the recipient-led processes in Option A and C should work for single account versus multi-account porting requests? Do you consider that the proposed authentication process (described in paragraph 5.41) for multi-line accounts is sufficient? Please explain any other differences you would expect to see whilst ensuring that any differences are still consistent with the overall objectives the options are trying to achieve:

I agree that OFCOM has provided a sound option in this case.

Question 5.6: For each of the options set out, do you consider that Ofcom has captured all the appropriate categories of cost likely to be incurred? If not, explain what categories you disagree with / believe are missing.:

I believe OFCOM should look more closely into the porting process and how it will financially impact the industry. I would like to see financial figures to support evidence that it will affect the industry.

Question 5.7: Do you agree with Ofcom's analysis of costs for each cost category? If not, please explain why. Please also state whether you are able to provide Ofcom with a more accurate view of costs and if so, please submit your assessment, together with supporting evidence with your response to this consultation.:

No, I do not believe Vodafone's objection has been given enough of a look in. I personally can not provide information about accurate costs but I believe this would play a large part in the visability of the whole operation.

Question 5.8: In the case of new entrant MNOs, what additional costs are likely to be incurred internally within each of the networks for each of the options? Please submit your estimates in your response to Ofcom.:

I am not a new entrant for MNO but I can see there being a huge increase in terms of costs of training and production of manuals etc etc.

Question 5.9: Do you agree with Ofcom's analysis of benefits for each option? If not, please explain why:

Yes

Question 5.10: Please state whether you consider that Ofcom should take any additional benefits into account and explain how. To the extent possible, please provide any estimates of these benefits and the supporting evidence.:

None

Question 5.11: Please explain whether you agree with Ofcom's assessment of the pros and cons of each option and if not, why not.:

I agree that is a fair analysis, however more needs to be discussed in terms of assisting the transition if the process were to change.

Question 5.12: Please state which option(s) you favour and why?:

Option A, less time consuming easier to train new staff. Less difficult for customers also.

Question 5.13: What do you consider a reasonable implementation period for each of the options and why?:

Option a - 3 months, option b - 3 months, option c - 1 month, option 4 - 1 month.

Question 6.1: Do you agree that it is appropriate for Ofcom to appoint a qualified independent consultant(s) to work with industry to develop cost estimates for different implementation options? If not, please state why.:

Yes, absolutely

Question 6.2: Do you agree with the remit set out above for the consultant/expert? If not, please state why.:

Yes

Question 6.3: If you would like to recommend suitable experts / consultancies to Ofcom, please do so on a confidential basis.:

No.

Question 6.4: Do you agree that three months is an appropriate period of time for this feasibility assessment to be undertaken? If not, please explain why and what you consider to be an appropriate timescale.:

Yes

Question 6.5: Do you agree that the criteria for making this process effective as outlined under paragraphs 6.14 to 6.16 is appropriate? What else is required to make this process constructive?:

Yes it is appropriate

Question 6.6: Do you agree with Ofcom's proposed next steps following responses to this consultation? If not, how do you consider Ofcom should complete its cost-benefit analysis and proceed to an implementation of one of the four options?:

Yes, it seems reasonable and cost effective.

Question 6.7: Do you have any comments on the proposed timings for reaching a conclusion for this review?:

None but the sooner the better