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Dear [xx],

## Fixed switching and porting working group

As you may be aware, the European Electronic Communications Code (EECC) contains new provisions relating to switching and porting. It includes a requirement for gaining provider led switching between providers using different fixed networks (cross-platform switching) to be in place by December 2020.

As fibre-based services are rolled out, customers will increasingly have the choice to switch between providers using different networks. Therefore, an important part of our work to ensure fairness for customers is to review switching processes. Switching processes should be easy and reliable for customers and should not create unnecessary difficulties or deterrents, regardless of the network their provider uses to deliver their services. The EECC also highlights the importance of consumers having a seamless switching experience with no or minimal loss of service. Reviewing switching processes was identified as a priority in our Annual Plan.

DCMS published their consultation on implementing the EECC on 16 July and Ofcom's consultation on transposition of the EECC is scheduled for Q3. However, we want to see industry take the lead in developing the necessary switching processes and, given that implementing process changes takes time, we want to encourage industry to start working on this as soon as possible and ahead of our consultation.

We are keen to work collaboratively with industry and have asked the OTA to convene and manage an industry working group to develop processes in relation to fixed services in line with the new EECC requirements. The working group will focus on processes for domestic and small business consumers. [I would like [CP] to commit to working with Ofcom and supporting the working group to ensure an agreement on new processes can be reached quickly. / I would appreciate it if [association] would raise awareness of the working group amongst your members and encourage them to support its work where possible to ensure an agreement on new processes can be reached quickly].

We have asked the OTA to submit initial recommendations on the new processes to Ofcom by 30 November 2019. At this point we will need to consider whether sufficient progress is being made by industry towards agreeing a process that can be implemented by December 2020 or whether Ofcom needs to be more prescriptive in the detail of the processes.

The OTA will be in contact in due course but if you have any questions on the working group before then you can contact David Halliday ([✉], ).

Yours sincerely,

Cristina Luna-Esteban