

Individual responses to Ofcom's July 2014 Consumer switching Call for inputs

Respondent	Response
Anonymous	<p>Not sure what information you require but I have been trying to switch broadband and landline supplier for approx 8 months.</p> <p>Please let me know what info I can provide to assist with your survey, and some tips from you would not go amis!</p>
Anonymous	<p>I would like to share my experience of switching providers for a phone/internet bundle.</p> <p>I had been living in a shared house, and I was responsible for the phone/internet, which was provided by Orange/EE. When I moved out of the house, I contacted EE to switch providers at that house. (I was moving to flat without provision for a phone line.)</p> <p>EE initially told me that a MAC was specific to me personally, and could not be used by anyone else. Therefore I would have to pay a cancellation fee to terminate the service, leave the other occupants without phone and internet, and then they could apply to a new provider. I was eventually able to get the MAC from EE. One of the other guys at the house used the code, and switched the phone and internet service to Plusnet. The switch appeared to go successfully.</p> <p>About two months later, I realised that EE were still billing me for phone and internet. I immediately cancelled my direct debit and contacted them. EE told me that as I had not told them that the MAC had been used, they had not cancelled the service. This is clearly incorrect, and I even checked the Ofcom code of practice. EE repeatedly failed to call me back when they promised to look into it. I had several letters and emails regarding non-payment, additional charges for not paying on direct debit, and even threats to cancel the broadband and phone service which they weren't even providing. Eventually, around three months after the switch, a helpful customer advisor agreed with me and fully closed my account with no monies outstanding.</p> <p>In summary, the actual switch of phone and broadband from EE to Plusnet went smoothly, however EE would have continued to bill me indefinitely for a service they no longer provided, had I not contacted them.</p>
Anonymous	<p>I signed up to transfer from BT to EE on the 17th July they transferred the broadband on the 4th August and have taken a years line rental and a months phone and broadband fee on this date.</p> <p>I am still waiting for the phone line to be transferred and have been told that this won't be done until the 12th September. EE have told me that they forgot to apply for the phone line when I rang 2 weeks ago, then when I rang them again this week they said they had been too busy and had only applied to BT on the 29th September and it takes 2 weeks to transfer. So at the moment I am paying BT and EE for my phone calls.</p>
Anonymous	<p>I had to relocate to a new address at the beginning of this year. New Call Telecom assured me the transfer would go ahead on the date agreed but it did not happen so I switched providers and was told that I had to pay the contracted fee for the remaining months until it expired. Because New Call Telecom could not provide a service I felt it unfair that I should have been held responsible for the remainder of the contract.</p> <p>Many thanks for listening</p>
Anonymous	<p>I have found it incredibly difficult to improve my package with my provider. I have</p>

	<p>broadband; TV and landline with Virgin Media. As a customer of more than 5 years I asked for a package without a landline which I just don't use. The reason being that my mobile phone package provides sufficient free minutes that I don't now use the landline. However after a year of trying to get a better deal I decided to look to switch. Trying to cancel the existing package has so far taken 4 months. I have identified a new provider that will cost 50% less than my current package. Trying to give notice to Virgin is nigh on impossible. You hang on the line; get cut off; no one rings you back.</p> <p>Still trying as there is a better package to be had.</p>
<p>Anonymous</p>	<p>I saw on the Money Saving Expert site that you wanted feedback from people who had switched their landline and broadband bundle</p> <p>I switched mine a few months ago, from Utility Warehouse to Plusnet.</p> <p>It was very easy to switch, i did it all online, and the companies appear to have liaised with each other, as there was no break in my landline/broadband service.</p> <p>A few years ago I switched mobile phone provider, and that was a lot more complicated. Orange weren't able to offer the deal I wanted, but made it quite difficult for me to switch and it took a long time.</p> <p>Conversely, about a year ago I was going to switch from Virgin as I had seen a good deal with another provider; when I phoned Virgin to effect a transfer they offered me a much better deal than the company I was considering moving to, so I stayed with them.</p> <p>I think it's extremely beneficial for consumers to be offered an enhanced deal if they haggle. Companies feed off complacent people who never shop around for cheaper car insurance, broadband or mobile phone contracts; if I've taken the time and made the effort to phone up and ask if there's a saving to be made, I don't see why I shouldn't benefit from my proactivity.</p>
<p>Anonymous</p>	<p>I switched from Talk Talk to Talk Time about May 2013 they told me that they would cancel my existing contract with Talk Talk as it wasn't binding and transfer my account to them which they duly did. The service and product they have provided is total rubbish and I wished I had never done it on contacting them to cancel my contract I was told I would be unable to do so unless I bought out of it, so I am stuck with them until May 15. I would definitely not recommend Time Talk for anything!</p>
<p>Anonymous</p>	<p>Switching gas and electricity is usually quite straightforward through sites such as MSE Energy Club, USwitch etc. I regularly check my tariff is the best for my usage, and switch whenever a sensible saving can be made. I am currently switching via the MSE Energy Club from Scottish Power to EDF and am in the 14 day cooling off period. This is a little frustrating as I've instigated the switch, so why do I need to wait 14 days more to cool off???</p> <p>In my mind, a switch should easily be made within 5-10 working days, and certainly no more. Let's face it - it's just a meter reading (estimated or supplied) to each supplier, set up of new payment/billing details (usually typed in at the time of instigating the switch), and issuing of a final bill from the old supplier.</p> <p>Telecoms however are a different kettle of fish entirely. For students, graduates etc, in fact anyone likely to move residence within a few years, BT holds you over a</p>

	<p>barrel by insisting that you take out a new 12-18mnth contract for the new property each time, and cancelling your old property's one at "no cost". BUT if you try to cancel your old one and move to a new supplier at the new house, BT will hold you to the cost of your remaining contract. Why can't you just take your old one to your new house (ok potentially with a new telephone number if you've moved out of the dialling area), and then when it runs out you have the fair choice of the whole market of suppliers?</p> <p>Also, if a BT line is required at the new property to enable you to use a different supplier for broadband (eg AOL, Virgin-non-cable), you will be forced into paying a huge "activation" cost (£130ish?), yet this will be completely waived if you take out another new BT contract, yet the line is already there (in most cases), and no engineer visit is usually required. This is really unfair, pretty much forcing all money-savvy people into having to take out a BT contract for the first year or so at any new property to avoid this "activation" charge.</p> <p>BT have also cottoned on to the fact that money-savvy people will take out their 12 month Line Rental Saver as a one-off payment. So they are now making their calls/broadband/TV contracts are 18 months, not 12, to ensure the line rental contract is not harmonised with them, meaning there is unlikely to be a time to switch to another supplier without losing out on a lot of money.</p> <p>Solution: Force telecoms companies to have 12 month contracts that run in harmony with line rental contracts. Remove all line activation charges as these are unfair. Ensure telecoms and line rental 12 month contracts can move with people to their next property free of charge (unless eg there isn't a BT line to the new property, when special conditions will have to apply such as refund and cancel any remaining contracts as can't supply service, or have a fixed nominal charge to physically install the line - let's face it it's in the supplier's interest to keep the customer and expand their portfolio of supplied addresses, so why should a huge line-installation cost be passed onto a loyal customer)</p> <p>I hope my above feedback is helpful.</p>
Anonymous	<p>I had basic broadband & line rental with talktalk for over a year with no problems then entered into a new agreement on 08/07/2014 with TalkTalk Essentials TV and Superpowered Fibre Broadband, I was promised that the service and goods would include: a more powerful, reliable and faster broadband connection with and a reliable telephone connection. I was also advised that for the first ten days after my line went live, they would continue to adjust it so I would get the best broadband performance.</p> <p>The above terms, to date these have not been fulfilled. I have been unable to communicate on my telephone due to line interference, my internet speed is distinctly slower and the connection is intermittent. I emailed TalkTalk on 14/07/2104, within the usual 7 day cooling off period, to cancel the agreement in the hope that the issues would either be resolved or the contract terminated.</p> <p>I have contacted TalkTalk countless times since, via email, web form and phone. I have been redirected back and forth between customer service and technical support, with most calls lasting over an hour and resulting in no progress whatsoever. Requests to speak with supervisors or managers have been unsuccessful and I have experienced abrupt endings to phone calls with 5 different</p>

	<p>representatives, whether this has been intentional or accidental I cannot speculate. Technical support have confirmed time and time again that there is no problem with the line, offered advice to increase the speed, but nothing has made a difference. I have been advised by TalkTalk that I must pay the years contract upfront, should I end the contract. I was then advised that an engineer visit would be booked to check my phone line. This did not happen. I telephoned again and was then told I would have to pay for an engineer to come out and inspect.</p> <p>It has not provided the features I was promised before signing up, has since developed faults that prevents me using the phone and from enjoying the broadband service I previously had. I have been charged a total of £75 since this happening, with very little services. I am concerned that if I just stop my payments and try to go with another provider, they will not provide me with the Mac code to do this as it is a new contract, even although they have breached their end of the contract. I am waiting to hear back from them after posting a letter and yet another email. How long this will take i do not know, but i now have no internet at all which is frustrating as I do a lot of my work from home and need access to the internet.</p>
Anonymous	<p>HI, I WAS WITH BT FOR 4 YEARS AND SWITCHED TO THE POST OFFICE IN MAY2014. THE DERVICE HAS BEEN DREADFUL ICANNOT GET INTERNET CONNEDITION FOR 3/4 DAYS EVERY WEEK AND WHEN I RING I AM TOLD TO SCREW THE BOX WHERE THE PHONE LINE AND INTERNET SERVE. I EXPLAINED I WAS 73 YEARS OLD AND TRIED TO DO THIS REQUEST BUT IT MADE NO DIFFERENCE . NEXT TIME THE RECEPTIONIST AT P.O SAID THEY WOULD SEND OUT AN ENGINEER BUT THAT WOULD COST ME £148.60. I TOLD THEM I COULD NOT AFFORD THIS AS I ONLY HAD OLD AGE PENSION OF £ 123 PER WEEK. I HAVE RANG 48 TIMES TO ASK FOR TO FIX THE CONNECTION BUT IN VAIN. I EXPLAINED I WAS DOING A COURSE WITH OPEN UNIVERSITY AND NEEDED TO GET TO SEND MY EXAM WHICH WAS WAITING TO BE SENT BUT THE ANSWER I GOT WAS "TOUGH"</p>
Anonymous	<p>I understand you're seeking input for a review of broadband switching.</p> <p>I had a very poor switching experience from TalkTalk to the Post Office. While the PO switched the phone OK within the expected timeframe, it took over a month to switch my broadband. When the broadband team couldn't deliver, they just changed the 'go live' date on the phone so it looked to the call centre people as if they were never late in delivering the broadband. I could see this because I was accessing my account from my mobile. It took many phone calls and emails to finally get someone to take responsibility and solve the problem. I had to threaten them with Ofcom to do it.</p> <p>They did give me £30 as compensation which was far from adequate considering I am self-employed and rely on the internet, but by that time I couldn't be bothered pursuing it. Their customer service throughout was dreadful, often someone with a very difficult foreign accent to understand.</p>
Anonymous	<p>I found that switching both broadband and phone from TalkTalk to EE was absolutely awful. We lost both services for 3 weeks between the switch and after I chased EE was only offered £20 compensation.</p> <p>We're now connected but the process was a joke.</p> <p>Please let me know if you have any questions.</p>
Anonymous	<p>According to Martin Lewis - MoneySavingExpert.com - you're looking for feedback on switching telephone/broadband. I'm glad to hear it at last. So here goes.</p>

	<p>Why is it I have to give my existing provider 30 days notice even though my current contract is coming to an end?</p> <p>Why is it the telephone/broadband companies make attractive offers but when you contact them say that the switch has to take place within 10 working days which you can't do because you've to give 30 days notice? So you've to give notice and hope there is an attractive offer nearer the date.</p> <p>Why can't the switch take place on the day that your existing contract expires even if it is a weekend?</p> <p>When the switch takes place 2 days after the contract expiry date end (due to the actual day being a weekend) why is it that your existing company can charge what they like for both line rental & broadband? In my case the rates at which they charged were not declared on their website and were much higher than my old price and indeed much higher than the new contract prices they were offering - so why can't it be like switching fuel suppliers where, every time I have done it, the existing supplier holds the existing (although expired) contract rates whilst the switch takes place?</p> <p>Why is it that both companies charge you for line rental/broadband for the same day, the day of switching? I agree that they both provide a service for part of the same day but it seems unfair to pay both for a full day. Why can't they agree that, say, the existing provider charges for the switchover day?</p> <p>As to the actual switch, that went smooth enough although the phone call from the new provider to confirm it had taken place was several hours after it had actually happened.</p> <p>My existing supplier was Newcall Telecom and my new provider is EE.</p> <p>Thanks for looking into this.</p>
Anonymous	<p>Question 1: <i>Do you agree with our characterisation of the switching processes and practices for the networks and services in scope for this phase of work? Are there aspects of such processes that you consider have significant consequences for consumers? experiences of switching or the functioning of markets?:</i></p> <p>Yes</p> <p>Question 2: <i>Do you consider that the eight issues that we identified in section 4 in relation to switches on the Openreach network are relevant for the networks and services in scope for this phase of work? If so, to what extent are they relevant and why? Are there other issues we should also consider?:</i></p> <p>Yes</p> <p>Question 3: <i>Could the current switching processes for the networks and services in scope be modified to result in a better experience for or protection of consumers, and/or more effective competition? If so, why and how should they be modified? Are any modifications in your view available that might be implemented relatively quickly and easily? What risks and costs might be associated with these revisions or modifications?:</i></p> <p>It should be mandatory that your existing supplier releases your phone number (land line or mobile) to the new provider. I switched my land line phone from BT to Sky many years ago without problem & retained my phone number. However, I recently wanted to switch to Talk Talk from Sky. Talk Talk told me that Sky would not release my phone number due to local loop un-bundling. The expensive & inconvenience of losing the phone number I'd had for over 20 years meant that effectively I am trapped by Sky and have to continue using them for my landline. They are holding me to ransom by retaining my phone number! I am unable to</p>

	<p>switch phone provider effectively.</p> <p>Question 4: <i>Is there anything that you consider is relevant to the switching of networks and services in scope for this phase of work that we have not set out in this document?:</i></p> <p>See above, re retention of numbers. This is essential.</p>
Anonymous	<p>Can I put forward a comment that I believe the telecoms companies are restricting competitive switching by not allowing a refund of the unused months of line rental or the receiving telecom company insists on taking out their rental thus duplicating the cost.</p> <p>I appreciate that the discount offered for an annual payment is generous but they get paid a full year's rental cash upfront with no collection worry. The discount is lost very quickly by one or two months duplicated rental charges.</p>
Anonymous	<p>I have attempted to switch broadband on the last two occasions that my contract expired. As BT and it's subsidiary Plusnet are the only providers in my area how can I use competition to improve my service which is abysmally slow at 1.9Mbps, and expensive when compared to deals currently on offer.</p> <p>I have complained repeatedly to BT about it's service and speed but in it's monopoly position, it can ignore any such complaints.</p> <p>The lack of other providers means I cannot switch providers. What can ofcom do about that?</p>
Anonymous	<p>I am writing in response to MSE's article re the above. We have been with BT internet for over a year, but with a low monthly allowance. We also subscribe to Sky TV, and recently were Interested in their unlimited free 2 year broadband offer, but when enquiring about this, it appears that, as we live in a rural area, we are unable to take advantage, being outside their coverage area. I therefore had to revert to taking a fresh contract with BT, with unlimited broadband, however calculated that for TV, phone and broadband we pay over £100 per month for the services, purely penalised for living in a rural area! No free view available, hence Sky, and no choice of phone/broadband provider.</p> <p>I hope that you will take this into account in your research.</p>
Anonymous	<p>AOL / TalkTalk dropped my broadband service for six weeks over Xmas and NY 2013/2014. It was still not restored when I switched to BT in late January since when AOL badgered me for money that I did not owe - they double booked an engineer visit which, although it was their mistake, they insisted I pay for.</p> <p>It made no difference that I had been an AOL customer since the mid 1990s so eventually when threatened with legal proceedings I paid for the sake of peace of mind. I'm 74 years old and did not deserve such treatment.</p>
Anonymous	<p>I understand you're running a consultation on switching of comms bundles.</p> <p>I've attempted 2 switches in the past year, of which only 1 was successful.</p> <p>Transferring from TescoBroadband to TalkTalk. Home phone and broadband bundle being transferred.</p> <p>Experience upto the point of notification of new telephone number was smooth. However on contacting them to arrange porting of my existing number the switch halted. They informed me, that they were technically unable to transfer my existing number, without giving any reason. I raised the fact this was an Ofcom requirement, but this fell on deaf ears. They then proceeded to indicate that the issue could be my then current provider Tesco, blocking the number portability. Given I need number</p>

	<p>portability I reluctantly had to cancel the order. I then wrote to Tesco and to TalkTalk to obtain a written explanation as to what the issue was, as it potentially stopped me switching service. Tesco told me the issue wasn't down to them blocking the number portability.</p> <p>TalkTalk's poor customer service only put up barriers to answering my request so I gave up. However I remain annoyed that their inability to port my number and the time taken to try and find out what was going on, meant I was effectively stuck on a higher cost phone service for at least 6 months more than I might have been had I gone with an alternative provider at the start.</p> <p>Transferring from TescoBroadband to PlusNet. Home phone and broadband bundle being transferred.</p> <p>Smooth experience, no issues at all with the switch, with my phone number ported successfully.</p> <p>Other issues: Whilst trying to research switching my phone and broadband to various suppliers, I've noticed that my phone number consistently fails to be recognised on many switching providers websites, resulting in me being told I have to have a new telephone line. This is really restricts my ability to properly compare deals, and is wrong and confusing - my line is a BT Openreach line, and given the number of times I have switched, I clearly don't need a new line to switch to most providers.</p>
Anonymous	<p>Beware. I have found when switching some companies, with me (bt) for example will give you a contract of 12 months for landline but 18 months for broadband. When the 12 months is up you still have 6 months to pay on the broadband. Rip off.</p>
Anonymous	<p>1. the problem with changing broad band is accessing the MAC code. the companies make it as difficulty to access as possible. the MAC code should compulsory be put on all bills.</p>
Anonymous	<p>Question 1: <i>Do you agree with our characterisation of the switching processes and practices for the networks and services in scope for this phase of work? Are there aspects of such processes that you consider have significant consequences for consumers? experiences of switching or the functioning of markets?:</i></p> <p>I would like to switch but am not able to as this would mean losing email addresses which have been in use for over 15 years - I have been advised by Ofcom that everyone should have a hotmail or gmail email address rather than one specific to an ISP, but at the time we started using these email addresses, hotmail was having security issues and Gmail was not very well known. It seems unfair that some providers allow you to keep email addresses, as is the case with mobile phone numbers, but others don't. This can affect businesses badly.</p> <p>Question 2: <i>Do you consider that the eight issues that we identified in section 4 in relation to switches on the Openreach network are relevant for the networks and services in scope for this phase of work? If so, to what extent are they relevant and why? Are there other issues we should also consider?:</i></p> <p>See above re retention of email addresses.</p> <p>There is also an issue of areas where cable is not available - this limits choices and results in poor service e.g. Virgin telling me that it could not supply a new phone line as I'm not in a cable area.</p> <p>Question 3: <i>Could the current switching processes for the networks and services in scope be modified to result in a better experience for or protection of consumers,</i></p>

	<p><i>and/or more effective competition? If so, why and how should they be modified? Are any modifications in your view available that might be implemented relatively quickly and easily? What risks and costs might be associated with these revisions or modifications?:</i></p> <p>Allow consumers to retain email addresses even if they no longer use the ISP they gained the email address from.</p> <p>Question 4: <i>Is there anything that you consider is relevant to the switching of networks and services in scope for this phase of work that we have not set out in this document?:</i></p> <p>See above.</p>
Anonymous	<p>I had a horrendous experience switching broadband and landline from BT to Sky after 11 days of trying the sky technical support team with sky I was still without internet service. I kept the same phone number.</p> <p>In the end I cancelled all my Sky package which included tv, internet and broadband. The Sky help desk was less than helpful and for a big company their customer support has been appalling. Three days after cancelling the package I received a text saying that they had been trying to contact me about a problem I was experiencing this was 13 days too late in my opinion.</p> <p>I have since called BT and they are setting me up with tv, phone and broadband services on the 15th September. Hopefully with more luck. So far my experience with their customer service has been far superior to Sky.</p>
Anonymous	<p>I changed my provider on 22 August from Plusnet to BT and whilst the technical change over happened quite well (we lost broadband service for 12 hours). I have since had money taken out of my bank account by Plusnet and have written a complaint to their complaints department asking for the £39 to be returned. They have not acknowledged my letter but are now sending me threatening emails telling me that if I don't reinstate my direct debit with them, they will refer my 'debt' to a debt collection agency in 14 days. I am so sick of this, especially when I was reassured by BT that the handover would go very smoothly.</p>
Anonymous	<p>I believe you are seeking information from customers who have switched recently.</p> <p>We were with BT For the best part of 42 years with our phone then in the mid-nineties we took on broadband first via dial up then by a router, we were happy with BT until last January 2014, we were experiencing poor broadband. We were paying for unlimited usage to which BT added for free BT sport , I have never been interested in sport but allowed it as it was free and I did not have to use it. In January I was informed some changes were made to the way they were going to handle emails. As you can see I have my own so again this did not affect me except I was billed on line and I could not access my on line bt Account, I also was not able to use BT sport (not that that bothered me) but when I tried to get this fixed I was on the phone for hours but this never happened and from January until I lost respect for BT as I could not get sufficient speed out of broadband to download a film from Sky, so I decided to change to Plusnet.</p> <p>The change went Ok but BT would drag things out if they could, I was due to close our account and be reimbursed the £140.00 credit owed to us in May then they decided even though I gave them a months notice to close my Phone and broadband accounts they did not close the BTsport one I did not know it was separate, this meant I was kept waiting for another month for my refund and the charged for the closing month as I was no longer paying for broadband.</p>

	<p>My opinion of BT now is for 40yrs I thought they were the best now I would not even open all the junk they send out a good company ruined by greed</p>
Anonymous	<p>We had Sky package which included TV, Line and Broadband. As an add on we bought BT Sports which cost £23 a month this was in Feb.</p> <p>In March we decided to switch to BT Broadband and Line but keeping SKY TV. With this TV package we got free BT Sports so when joining BT explained they would transfer the Sports to the new package as it was free and cancel the BT Sports we originally had. So far so good.</p> <p>We did all the MAC code etc so SKY would cancel the Broadband. I May we started getting Emails saying we owed BT money and could we pay them. We rang them back and we were told it was a mistake and our account was up to date. A few weeks later we had another email to say we owed money to BT so again we rang them and this time it was a scam and we were not to pay anything as our account was up to date.</p> <p>Then the telephone calls started always leaving a message saying we had not paid etc etc, again we called BT and again we were told we were up to date etc etc.</p> <p>In August we received a letter threatening court action and we would be cut off 3 days later.</p> <p>We called again and talked to a supervisor eventually who said the problem was there was 2 accounts, the first from the original BT Sports and then the whole package.</p> <p>He was very accommodation and explained he would cancel the original bill but we would have to call back the next day to make sure it was done etc.</p> <p>Having called back, you always got a different person we asked for the section we had been told and we were refused to be put through as we had a bill on file which we had not paid "ahhhh".</p> <p>By now we were v stressed. We were told we would be cut off if we did not pay, we said we were leaving but we were told we would have to buy out the contract and generally treated as a second class citizen.</p> <p>Eventually after much discussion and threatening of Watchdog, papers etc we were put through to a supervisor (again). He said he would look back at all the phone calls, emails etc and ring back the next day.</p> <p>He rang back when he said the following day and apologised and said we were right etc etc.</p> <p>Needless to say we are stuck with BT for another year but that's all and never again will we use BT. We were treated like criminals for £125.00 which was their fault. It was horrible to feel so defenceless against a big company.</p> <p>SKY played a part in this as well. When we left the Broadband side of things with them they should have reduced our payments by £7.50 a month but never did. It was only looking at when things changed when we were dealing with BT did we notice. We rang SKY and they changed it straight away and issued a refund.</p> <p>Hope this helps with you survey.</p>
Anonymous	<p>I recently switched my broadband and phoneline bundle from BT to Plusnet. I chose to switch due to the poor connection and customer service being received and also that I was being charged more for not making any calls, I predominantly only have a</p>

	<p>phone line to have broadband and object to paying huge line rental costs for equipment that is not being maintained or improved.</p> <p>On requesting my mac code BT then chose to offer me vastly better package prices than I had been offered through my online account.</p> <p>When it then came to switching to the new company it was not clearly advised that the switching the broadband and phoneline would take place at separate times (2 weeks gap between), subsequently due to the above it was then not made clear who should be paid for what service (line rental specifically) during which period and therefore contract initiation and broadband 12 month package dates had to be further clarified several times. The date of switching was chosen by me, revised by them and then eventually carried out on the date I had originally requested without confirmation of this resulting in loss of broadband service.</p> <p>Once the services were switched successfully it then took over 6 weeks to finally be reimbursed from the original supplier for services paid in advance, due to them putting incorrect charges and orders on my old account and taking circa 2 weeks to carry out every requested action (cancellation of incorrect order, revision of bill, further revision of bill, issue of refund).</p> <p>Since switching I have had vastly better connection than before, despite using the same hardware, for a hugely cheaper cost.</p>
Anonymous	<p>Earlier this Year after an unsolicited coldcall I switched my broadband provider from Sky to Unicom.</p> <p>I did this because I was assured that the Unicom service was as good as fibre optic and considerably better than my existing provider.</p> <p>It has been awful and is slower than it was with Sky and when I raised this with Unicom and wanted to cancel I was told that according to their systems my download/upload speeds were fine !!</p> <p>Now I appear to be tied in for 3 years to what is an inferior service and have been totally misled.</p> <p>Any suggestions ?</p>
Anonymous	<p>I understand from MoneySavingExpert.com that you are taking the experiences of consumers in recent switching of broadband,etc</p> <p>My own experience is dated February this year and involved me wanting to switch broadband and the landline from one address to another - the new property across the street from the old, so we are not talking moving to a poorly supplied area or anything of that ilk.</p> <p>The supplier at the old address was Primus (New Call Telecom) who I approached via email to do the switch to the new property - as it was an exchange between housing association property I had only 7 days notice and gave that to Primus, fully expecting that it would take them a few weeks to set up the process and aware that I would need to conduct my online business via a mobile attachment (dongle) in the meantime.</p> <p>I was advised that I would need to pay an additional c.£59 as the line at the new property needed to be 'upgraded' to use broadband. I agreed to this and they know I did as they answered my email in response to a query I'd raised about time frame. They advised 3-5 weeks, if I remember correctly.</p> <p>At various times throughout this period I emailed them to ask for progress reports</p>

	<p>and was not made aware of any problems.</p> <p>After being in the new house for the best part of eight weeks and still struggling on a dongle it became clear Primus was not intending to do anything about switching the service as my latest email asking what was happening was replied to with one stating that the cost would be £59 and I needed to agree this before they could commence!!!</p> <p>In other words in the weeks I'd been asking for updates they'd effectively done nothing and presumably didn't want the expense/effort of upgrading the line at the new house.</p> <p>Extremely annoyed I turned to TalkTalk who installed both broadband and the new landline, with connections fees waived as part of their package, and I was online within a very reasonable and expected timeframe and was kept properly advised of the process.</p> <p>What I would like to see is firms like Primus being held to account for their behaviour - with automatic fines for them when they fall short of basic/standard expectations.</p> <p>If you require any further information please let me know (email or mail are both fine)</p>
Anonymous	<p>I recently switched my broadband and phone. It was amazingly the easiest time I've ever had doing this.</p> <p>Broadband – was with Zen. Called them, they gave me MAC code immediately, very helpful. Also refunded portion of month that I didn't pay. Was sorry to leave them, but cost was too high.</p> <p>Line Rental – was with BT. Didn't call them, but got a 'sorry you are leaving us' letter anyway.</p> <p>Went to Plusnet for a bb/line rental package. Did everything they said they would, on the days they promised they would. Kept me informed all the way by email and text. I only had about 12 hours of downtime online, and most of that was overnight.</p> <p>Very happy with everyone! Very happy with my new Broadband and line rental deal.</p> <p>Hurrah!</p>
Anonymous	<p>On 6th of August our house phone stopped working and when we phoned BT to report a fault we were informed that Talk Talk had taken over our line against our wishes. It has been extremely difficult trying to contact Talk Talk as there never seem to be enough staff at their call centres. Both my wife and I have run up bigger than normal bills on our mobiles trying to sort the mess out but Talk Talk do not seem to be interested in resolving the situation in spite of slamming being an illegal act.</p>
Anonymous	<p>I haven't switched, but these are some of the barriers to me:</p> <p>A short note to highlight switching would be easier if you can keep/take you existing telephone number and email address. (like you can for mobile telephone numbers).</p>
Anonymous	<p>I have recently switched from Sky to BT (Broadband, Phone & TV). My switch was an absolute nightmare and I wouldn't recommend it to anyone.</p> <p>My experiences are too long winded to write down at the minute as I haven't got the time to email the details. In a nutshell it took nearly a month to get things up</p>

	<p>and running and I was left without TV, Phone and broadband for weeks. Once BT have sold you the product and given you excellent customer service based in the UK you then have to speak to the Indian based offices which is a nightmare. I still haven't been given my original home phone number which I was promised back from the 3July14.</p> <p>If you would like to discuss my experiences further I will be happy to discuss this.</p>
Anonymous	<p>Recommendations regarding problems with transferring telephone and broadband packages.</p> <p>Talk Talk will have paid for Open Reach to disconnect. As part of customer care it would have been helpful if Talk Talk had checked that we were happy to be disconnected.</p> <p>It would have been helpful if Open Reach had checked with us the residents of the property if we were happy to be disconnected before the disconnection of our telephone and broadband on thursday 4th September 2014. As we were disconnected without warning.</p> <p>Both companies did not check with us the customer - they have taken the word of EE Isp. The EE operative made a mistake and no checks have been made.</p> <p>We have not had any access to even make emergency phone calls.</p> <p>My wife has handed back her mobile as it came with her job which was terminated recently.</p> <p>Please see attached letter which was sent to EE by first class post last night.</p> <p>-----</p> <p style="text-align: right;">[X]</p> <p>Complaints Department EE Limited PO Box 486 Rotherham S63 5ZX [X]2014</p> <p>Dear Sir or Madam,</p> <p style="text-align: right;">Ref: [X]</p> <p>Monday August the 18th started this complaint with a call from EE by Thomas, one of your sales team. My wife was concerned to obtain all the details of the internet package and requested a hard copy of them. Thomas passed the call onto Ashley Smith who apparently is his Supervisor to finalise the order but when my wife refused (as she wanted to consider all the details of the package before ordering) and did not complete, Ashley put her back onto Thomas who promised to send us all the details of the deal [X] by post (which did not happen). Only a letter relating to our disconnection from Talk Talk arrived. My wife rang on the 25th at 08:00hrs Bank Holiday Monday because we had not had the details of the deal by Royal Mail which was agreed with Thomas and she cancelled the deal. My wife cancelled the deal with Peter from your cancellation team who gave us a reference No of [X] which related to the order we had cancelled.</p> <p>We have received a general letter detailing what would happen dated August 2014</p>

	<p>(enclosed). We had only got to stage 1 when we cancelled on the 25th August. We have had no further contact with or from your company.</p> <p>Can you imagine my dismay when I tried to use my phone today only to discover that I could not use it. I contacted my phone and internet provider Talk Talk by mobile phone, only to discover that I had been disconnected. So now thanks to your company I have lost not only my phone line which I have had since April 1974 but also my phone number which I have had for the same length of time. Everyone I have been in contact with since April 1974 has this number and you have now lost that number for me. Apparently Open Reach cannot retrieve [redacted] at all. So I hope you can see how annoyed you have made me. The operative Peter who took the cancellation of our contract did not it seems cancel the disconnection which your company had set in place. Talk Talk inform me that as a result of your actions I will not be able to obtain a telephone line or broadband connection until 11th September 2014 which is a time lapse of 7 days.</p> <p>My telephone number is a 'helpline' for a relative in distress. This person cannot receive incoming phone calls and is not computer literate nor can he receive Royal Mail correspondence from me. Your action has put this person in jeopardy and we are unsure of how to rectify the situation for this poor person.</p> <p>To my dismay, I find I cannot use the 'catch up' facility on my television set. All my electronic devices are useless for one week. Is EE able to ensure that my old telephone number is re-issued to me as am faced with much inconvenience now in contacting everyone who held my old land line telephone number i.e. doctor, dentist and optician etc. the list goes on. I am most unhappy with your company.</p> <p>I have a mobile telephone number [redacted] which is run by Orange on your EE network of which I am thinking of cancelling and changing to another network if I can retain my existing telephone number. I have no wish to do any other business with your company and your inept team.</p> <p>Your Regretably, [redacted]</p>
Anonymous	<p>I wanted to share you our experiences of switching provider from AOL phone and broadband to TalkTalk phone and Superfast Fibre broadband.</p> <p>We contacted TalkTalk at the beginning of July and placed an order for phone and superfast fibre broadband. They advised us that that was OK and we would go live on 23rd July. A few days before we were contacted by TT to advise that this would not happen as BT needed to do some work in the local box but would not be able to achieve this in time. We waited again..... then, out of the blue on 15th August a BT engineer arrived and said he had come to install the new line. As we had not received a router from TT he left us a BT router and a TT router until TT sent us our own one. He left after a couple of hours advising us that everything was up and running. Sadly this was not the case as we had no broadband at all and no dial tone on the phone. We telephoned TT and they said to leave it until 16th August and telephone back if it still didn't work. We telephoned again on the 16th August and</p>

	<p>received a recorded message to say there was a fault on the line and they would respond in 48hours. On 18th August we received another message to say it would take another 72 hours to sort out the fault. Suprisingly, 2 hours later a BT engineer turned up and fixed the telephone fault but said he had no idea about the broadband fault but suspected that it had not been connected in the box or had been connected to a port that wasnt allocated to us. We telephoned TT again and was advised we didn't have an order for broadband so would have to place a new order. We placed a new order for superfast broadband and was told they would now not be able to connect us until 1st September. At this point we still did not have any broadband access at all after they disconnected us on 15th August. We have telephoned, contacted them by chat and also via their facebook page. We keep being promised that someone will contact us and we will get compensation.</p> <p>On saturday 30th August I contacted them again via chat and spoke with 3 different people... the first advised me that our broadband was already connected and working.... the second advised that we didn't have an order for broadband and would we like to place an order and the third said the engineer would be coming on 1st September to connect us. We also received an automated telephone call on 30th August to advise that an engineer would visit on 1st September to sort out any problems.</p> <p>We received a message on 1st September to say an engineer would visit on 2nd September to sort out our issues and then a short while later a TT engineer arrived. He said we had fibre broadband connected at the house by adsl connected in the BT box hence why it didnt work. Also there was another fault in or near the house which would need to be sorted out. He left without fixing anything or advising what would happen next. We telephoned TT again in the late afternoon and asked what would happen next... they would ring us back and advise.... 3 hours later we rang back again and was advised that en engineer would be visiting between 8am and 1pm on 2nd September and we must be in. My fiance stayed in until 3pm and had no engineer visit. We telephoned TT again and was asked if we had reported that we had a fault, to which we advised that we assumed that the engineer who had visited the day before had reported the fault.... no, this is not the case. We then received a text saying our fault had been logged and would be contacted soon.....</p> <p>This is how it stands as of today. After 2 months of placing the initial order, our phone is still with AOL and thanks to the incompetance of TalkTalk and a BT engineer we now have no broadband whatsoever. We live in an area with no 3G or 4G so have to do a 10mile round trip to relatives to get online or spend longer at work out of hours to use the internet. TalkTalks communication and handling skills are diabolical. They have no idea what they are doing and we are on holiday next week, so the issue will be another week away from being resolved.</p>
Anonymous	<p>I've just seen this link on money saving expert and am having issues with Sky I had a deal with sky it was £50 a month for HD movies, sport, Internet and phone when the deal came to an end it went up to double that amount. I then telephoned Sky to say I wanted to cancel unless they could provide me with a better deal they couldn't but I said I would think about it. I then decided to move over to Virgin who said they will move it over to them, I've since discovered that Virgin can cancel the internet and telephone but not Sky TV!! These were booked as a package so find this really strange this to be the case and if it is why did the customer service adviser not tell me this? Sky have taken £98.58 from my account and are refusing to refund it to me as they say it's in the terms and conditions but basic customer service would of been the adviser telling me this, I think it's a scam to get money out of people as I'm not</p>

	<p>the only one this has happened to looking at there Facebook page. I'm absolutely discussed sky can keep my money and get away with it.</p>
Anonymous	<p>Two or three years ago my wife & I switched our land line phone & broadband provider from BT to Orange.</p> <p>It had been difficult to get assistance from BT.</p> <p>But initially we had great problems with the Orange system. The router gave problems, we phoned Orange several times, but the technical help came from persons who appeared to be overseas.</p> <p>On each occasion, they spent quite a while trying to diagnose the problems but eventually signed off with remarks to the effect that if we waited it would start working.</p> <p>It never did, until we demanded that we should speak to someone of higher authority. A 'level 3' expert, apparently based in the UK, sorted things out, and the system now works.</p> <p>But we felt quite frustrated by the process, and don't really want to go through it again.</p>
Anonymous	<p>Because I am still reading about problematic switching processes I have not yet switched from BT ever though I know I could do better.</p> <p>Also, I am concerned about the quality and stability of servers used by other suppliers - this information is not readily available.</p>
Anonymous	<p>We have only two providers in the Maidstone area for TV, that is Sky and virgin there is little difference in price or the service they provide its almost as if the collude on what they charge and supply.</p>
Anonymous	<p>We moved house. We cancelled our old bundle (in my husband's name with Sky) in plenty of time at our old property. The new bundle (also Sky) was due to be taken out in my name to make use of the new customer incentives (it would have been considerably more expensive just to move the account in his name).</p> <p>The main issue we had was Sky were not able to activate our new package for 2 weeks after we'd moved in to the house, despite us setting it up in plenty of time. We were told this was due to the old owners not cancelling their own package (with BT) in time so they would not "release" the line. This was ridiculous! We owned the house, but the old owners were almost holding us hostage. When you move into a new place, you need the internet to be able to set things up, sort things out, research local amenities etc. We ran up quite large data charges on our mobiles, despite trying to be careful.</p> <p>So, please can the issue of cancellation and "releasing the lines" be sorted. Surely it's just someone flicking an administration switch somewhere!</p>
Anonymous	<p>Re the article in Money Saving Expert asking consumers who had recently switched broadband, TV or phone packages to contact you to share their experiences.</p> <p>Last year we had a horrendous experience trying to switch broadband and phone from Virgin Media to BT.</p> <p>It took about 10 months in total to do. BT got our new phone and broadband set up reasonably quickly, within a month or two, but we were supposed to have our Virgin phone number ported to BT and this was the area that caused the issues. Virgin kept our old line open for months, still charging us, and BT wouldn't move our Virgin number across. Both providers blamed the other and said there was nothing they could do. My husband spent hours on the phone and was reduced nearly to tears by</p>

	<p>the labyrinthine and kafkaesque processes of both providers. Eventually we had to admit defeat and accept a new phone number from BT. We got some compensation from each, but would have preferred an easy process and to keep our old number.</p> <p>Yours hoping you can encourage providers to improve their customer service processes.</p>
Anonymous	<p>I took out a 2 year deal for broadband and line rental with PlusNet.</p> <p>The first year is coming to an end and they are increasing my line rental.</p> <p>PlusNet say that because they are increasing the cost of my line rental, I can cancel the contract for the line rental.</p> <p>However, they maintain that I still have a broadband contract and in their words:- “If you cancel before your Broadband contract expires (15/12/15), you must pay £4.25 for each month left of your minimum term in total.”</p> <p>This seems wrong to me. Surely a package is a package and if one can be cancelled then the whole contract should be cancelled or they should not be allowed to increase the prices during the contract!</p>
Anonymous	<p>I was with Primus and tried to switch to EE. Primus didn't shut the account properly so EE couldn't pick up the line and phone number. I was piggy in the middle for a month with no phone or board band and with one company saying they couldn't open our account and line and the other saying they had closed it. Eventually gave up and went to BT and said the business is yours if you can get me my phone number back, which they did. But instead of saving myself £120 per year on board band and phone line due to an offer with money saving expert. I had to pay £50 reconnection charge with BT and don't have the board band either.</p> <p>This is why people don't switch, it isn't worth it.</p>
Anonymous	<p>I want to switch to EE from New Call but although I am no longer in a contract I have to give New Call 30 days notice which I did not know about when I initially subscribed</p>
Anonymous	<p>Key questions</p> <p><u>Bundles:</u></p> <ul style="list-style-type: none"> • Who did you switch from and to? From BT to Plusnet eventually (tried to move from BT to Virgin) • Which services were you switching? Landline phone and Broadband <p><u>Did you experience any of these issues</u> (bundles and mobile phones):</p> <ul style="list-style-type: none"> • Any difficulty switching/experience <ol style="list-style-type: none"> 1. Firstly found out after taking Virgin that BT will charge £30 for moving to Virgin (although i was out of contract). 2. Had a nightmare 6-8 weeks as i tried to Switch from BT to Virgin. Virgin couldn't switch both Broadband and Landline on the same day (which was promised) due to some technical difficulties. They only gave the Broadband connection. Engineers came to our place about 3 times and still we didn't have Phone Line from Virgin. This caused multiple problems which i am listing below. 3. BT kept on charging for both BB and Landline (as their package is either both or none) 4. Virgin put on on a higher tariff (although we had ONLY BB) - as their discount was only for both BB + Landline.

	<p>5. As Virgin Broadband was working i sent the BT Modem back to BT (however BT kept on charging for BB)</p> <p>6. Eventually after countless calls (to Virgin and BT) no one could tell us when all the services will be switched over - we decided to not go for Virgin (as we had 28 days peace of mind) - after about 25 days.</p> <p>7. Then we decided to move to Plusnet which took another 2-3 weeks.</p> <p>8. BT was reluctant to resend the modem (inspite of charging us for BB). After multiple calls we managed to get it back from them.</p> <p>9. We were so frustrated with the whole process that we were about to go back to BT (which would cost us more money) - however Customer services at Plusnet were kind enough to dissuade us from doing that.</p> <p>10. During the switchover period due to lack of Modem from BT (which we had sent back earlier) - we had to buy a dongle and get online.</p> <p>11. Finally after about 2 months we have both Landline and BB from Plusnet now. Hopefully the nightmare is over.</p> <p>The lesson learned is its really hard to switch from BT to Virgin or vice-versa (i guess) - with hidden costs and the companies trying to bully the consumer. Also the lack of information was very frustrating.</p> <p>Hope our experience helps you make the process smoother.</p>
Anonymous	<p>We lost our internet link on Aug 14 due to closure of Digital Regions. 17 days later we are still waiting for BTOpenreach to remove the 'tag' so we can change our internet supplier, despite the fact that they knew many months ago that Digital Regions was to be shut down on August 14th.</p> <p>It's a joke. How can we run a business with no internet? Having to resort to using my home broadband.</p> <p>In my view this is BT trying to force us to take them as our internet supplier. Not acceptable!</p>
Anonymous	<p>RE: Switching telephone and broadband services from Tesco to EE.</p> <p>9th August 2014 - Signed up online via EE's website. Received an email from EE stating switch will take up to 10 working days.</p> <p>12th August - received letter from Tesco confirming they had received notification of me switching to EE.</p> <p>13th August - received letter from EE stating that service would start on 27th August.</p> <p>27th August - received email from Tesco stating service has been successfully transferred to new provider (EE).</p> <p>28th August - I had still not received my router from EE and had no internet or phone connection so rang them to ask why. Was told my postcode was wrong and no property existed with that postcode, however the postcode they read back to me was indeed the correct postcode. I was then told Tesco must have the wrong postcode, again they didn't. I was told to ring Tesco to check, and as I knew, they had the correct postcode. I then rang back again and after being put on hold several times I was given various different excuses including that was no phone line at the property! I asked how was this possible if had already had phone and broadband</p>

	<p>with Tesco. I was also told Tesco had given the wrong postcode and phone number to Vodaphone systems and had to ring them again to check. They hadn't. After making 3 separate calls to Tesco (total of 15 minutes) and 3 to calls EE (total of 73 minutes) I was then told by the EE customer service person they were going to look into why I had not been connected and I was told I would be called back the following day between 11:00am and 12pm.</p> <p>29th August - I didn't receive the callback so I had to ring EE back. Spent a further 42 minutes on the phone trying to resolve why I had not been connected. After further different excuses I was then told by the EE customer service operative I would receive a callback the following morning between 9am and 10am. I reminded him that they had failed to call me back this morning and I was promised I would definitely receive the callback from that customer service operative personally as he was on shift the next morning.</p> <p>30th August - I did not receive the call back.</p> <p>4th September - Having still not been connected or had any further communication from EE I rang them again. Spent a further 38 minutes on the phone, yet again given different excuses. I was then advised I may have to cancel the order and redo it which would take a further 10 working days! Obviously I wasn't happy with this and argued why I was being told this 8 days after the service should have been connected. If they had realised there was a problem why wasn't it done earlier and I then wouldn't have to wait as long. I was then told they were going to try and speak with BT Openreach again and see if there was any other of speeding up the process rather than cancel and then re-order as my fear was if I done this may get a further 10 days down the line and still hit the same problems. I was told it would take upto 24 hours for Openreach to respond and that I would receive a call back from EE the following morning. I repeatedly reminded them that they had failed to call me back on both previous occasions, but yet again I was promised I would definitely receive a callback.</p> <p>5th September - Yet again, I did not receive any callback.</p> <p>As of today, 8th September, I have still not heard from the and I am absolutely sick of the way EE are behaving and they total disregard to solving the problem or their basic customer service in keeping me updated. They have failed to inform me of any problems or delays and it is me that has had to do all the chasing. I rely heavily on my broadband connection as I not only do I use it for both work and personal use but I also rely on it for my television and music services using my Smart TV as I don't have a TV aerial at my address. As you can imagine not having broadband for 13 days now is extremely frustrating so for me. The switch over has been a total nightmare, and what is even more annoying, due to EE's lack of communication I am now left in limbo as to when I can even expect to be connected.</p>
Anonymous	<p>As detailed on the money saving expert website, here is my experience of trying to switch provider from Sky.</p> <p>=====</p> <p>I have TV, Telephone & Broadband internet from Sky. I've been a customer for over 3 years and moved house, taking sky with me once. Aside from the introductory offer when I first joined, the bill has been around £30 per month, which is acceptable for my needs. However, last month the bill rocketed to £59 per month with no change in service. I called Sky to ask why it was suddenly so high and they told me it was because I'd been with them so long! I asked why new customers</p>

	<p>were getting my package for £20 a month and if I could have that package. I was told that it was a offer to entice new customers & it wouldn't be fair to offer it to existing customers. I told the man I was going to check if other providers could offer me a better deal as I can't afford £59 a month - he told me I should do that as it's unlikely anyone would be able to match Sky's prices.</p> <p>Every single provider beat sky, all in the region of £20 per month (I checked Virgin, BT & Talk Talk).</p> <p>I called Sky and told them I'd checked and that I wanted to leave and all of sudden, they couldn't be more helpful. The matched the cheapest price I was offered by the other providers within minutes.</p> <p>=====</p> <p>I'm happy that I was "stopped" from switching by just being "deal-matched" because all I want is the best deal at the minimum of fuss. It's slightly annoying that I had to be properly serious about leaving before the stops were pulled to keep me as a customer but I'm happy that I'm not being taken for a consumer mug.</p> <p>Why can't life be easy and simple eh? :-)</p>
Anonymous	<p>I changed my fibre from Plusnet to BT. It took about a month. Almost two weeks without Internet as the phoneline got transferred after the Internet!</p> <p>After many mistakes made by BT I would not recommend anyone switching to them. The Tv moved over but this was a new product so this was not a major issue.</p>
Anonymous	<p>Further to this week's MoneySavingExpert e-mail, here are my recent experiences regarding switching telephone providers:</p> <p>I contacted Plusnet at the start of July as I had seen a good package offered by them and agreed to switch phone and broadband using the MAC system, so that I did not have to do anything else as my understanding is that the whole process is completed by the providers.</p> <p>I duly received my router from Plusnet within a week and was kept informed by them of the process. I was advised when my broadband would start and it did, as did my phone on the expected day. However I have only just had my final bill from BT today - which, in my opinion, has made this whole process actually last 2 months - a little too long for what it actually involves. I did not cancel my BT direct debit immediately as the phone was only switched over in August, which meant I then paid 2 providers in August. This has now of course been incorporated into the refund from BT. I was also charged less by Plusnet accordingly for partial service.</p> <p>Rather surprisingly, after my broadband had moved over from BT, I had a letter from BT thanking me for my new broadband package which they say started 16 August - I'd already had the Plusnet one for nearly a month! This prompted the inevitable call to BT who said Plusnet hadn't advised them - realistically I have no way of knowing if that is the case. I asked BT to check my broadband usage and of course they found I'd not used it since approx 23 July! I did speak to Plusnet who said they'd done what they were supposed to in regard to notifying BT.</p> <p>There was also a little confusion at Plusnet at the start who thought they'd have to install a new phone line and sent me a new phone number which I queried - so that involved a couple of calls etc. which was a little odd as I was phoning from the phone line I wanted transferring and I'd given them the number etc.</p> <p>All in all, the whole process is ridiculously convoluted, especially when all it takes</p>

	<p>realistically - I should imagine - is computer based processes/work and providers communicating with each other. If there is already a phone line installed, as in my own case, this should pretty much be able to be accomplished almost instantaneously / within a week or two at most. I don't understand why there is a gap between broadband and phone being switched over - why one is simpler to do than the other, although I'm sure they could come up with a technical explanation / excuse for that. There should not be any notice periods/penalties of other than a week or so when changing packages - and the consumer should not be locked into any extended contracts which have exit penalties if they are to be a truly competitive utility.</p> <p>What makes all this even more ridiculous is that Plusnet is the "bargain" version of BT as they are, I believe, now owned by them.</p> <p>As to haggling - I phoned BT to tell them I was going - choosing the option of "I'm leaving" when I phoned, instant transfer to an operative based in the UK - told them why, at which point I was offered unlimited broadband for £10 per month, as opposed to the limited to 10Gb £10.60 I'd been paying for several years! They could not, however, compete on the other elements of the package I was getting with Plusnet.</p> <p>As far as my experiences with Plusnet go - you have to wait ages to get connected to someone - really disheartening - as opposed to instant connection when you phone to discuss a new account.</p> <p>The only positive is that I did not lose service throughout the process. Years ago I switched from BT to TalkTalk - found it more expensive - and switched back. The process then was pretty seamless as I recall.</p> <p>I do hope this helps with your examination of the current system. With current technology, it should be very quick, simple and hassle free.</p> <p>-----</p> <p>[I]n addition, to add insult to injury - it took 2 weeks for BT to send a cheque after the final bill!</p>
Anonymous	<p>Key questions</p> <p>1) <i>Bundles:</i></p> <ul style="list-style-type: none"> • <i>Who did you switch from and to? (e.g. Virgin to TalkTalk)</i> <p>I switched from Plusnet to EE</p> <ul style="list-style-type: none"> • <i>Which services were you switching? (e.g. landline phone and TV)</i> <p>Broadband, landline phone and inclusive landline calls package</p> <p>2) <i>Please describe your experience, and if you had any other issues.</i></p> <p>I signed up to a 1 year contract with EE which includes Broadband, landline rental and inclusive anytime calls to landlines, mobiles and some international calls.</p> <p>My broadband transferred to EE on 26/8/14. My landline is not due to transfer to EE until 11/9/14.</p> <p>EE has confirmed that my contract start date is 26/8/14. This means that although I have paid EE to supply a landline and inclusive calls from this date, my landline will remain with my old provider until it is transferred across to EE on 11/9/14. I am therefore paying both EE and Plusnet for my landline and all calls that I make for the period 26/9/14 to 10/9/14. This seems to be standard practice for EE and is</p>

	<p>tantamount to breach of contract by EE. Following 2 very protracted, frustrating phone calls to EE to discuss this matter, they have now agreed to refund the equivalent of 1/12th of the total contract fee to compensate for the lack of landline and call provision between 26/8/14 and 10/9/14.</p> <p>EE needs to sort this situation out for ALL of it's customers and ensure that the full terms of the contract that customers sign up to (Broadband, landline and inclusive calls that form part of the contract) are all provided from the contract start date.</p>
Anonymous	<p>I moved my phone from BT on 16 April to the PO and stated that I get anytime calls paid for, by me, through my broadband ISP and I wanted to continue with that service with the PO. The PO did not refuse to transfer me from BT who provide this option, called carrier pre-select..</p> <p>I have since found that PO Section 19 clearly states " Normally we will automatically provide you with equivalent services to those you received from your old service provider. If we cannot do this automatically we will put measures in place to try to ensure you receive those equivalent services."</p> <p>All I needed was for this to be honoured so I could have my anytime calls which I still pay for through my ISP. BT provide this automatically on the same exchange and have done for years.</p> <p>Is this too much to ask for the equivalent service from the PO?</p> <p>If carrier preselect is not going to be provided by the PO it should be made very clear at the outset and on the website so customers are not misled.</p> <p>To date the PO have refused to allow me to pre-select calls to a carrier of my choice, despite my writing to Paula Vennells the PO Chief Executive 4 times.</p> <p>I hope you can take action as the PO are clearly misleading the public at the point of sale and refuse to provide the same service as BT.</p>
Anonymous	<p>I switched my Broadband from Plusnet to BT last August 2013, had a lot of trouble getting a valid MAC code even though they are the same company. The Broadband is now worse as it keeps losing the connection. Can't access my new email or Bt sport or Bt Cloud all have different code words even though requested they all had the same. Have not had time to ring up as you wait so long on the phone. The BT website is too big not easy to find what you need it is so complicated, it is a headache NEVER AGAIN</p>
Anonymous	<p>SKY ARE THE BIGGEST SET OF CON ARTISTS GOING. THEY WILL NOT CANCEL YOUR CONTRACT WHEN YOU FOLLOW THEIR RULES TO THE LETTER. KEEP ON TAKING MONEY FROM YOUR A/C. ONLY WAY TO LEAVE IS TO CANCEL D/DEBIT WAIT FOR DEBT COLLECTION LETTERS AND OFFER TO SEE THEM IN COURT. RIDICULOUS STATE OF AFFAIRS WILL NEVER USE THEN AGAIN EVER. THEY SHOULD BE HEAVILY FINED</p>
Anonymous	<p>I have had a very unsatisfactory experience changing my broadband from BT to the Post Office.</p> <p>At the beginning things were fine with the Post Office. My phone changed over and my broadband was due to move over 5 days later.</p> <p>When this didn't happen I rang and was advised they hadn't receive my mac code however I had phoned and given this code to them the day I decided to move.</p> <p>I phoned BT again and was given another mac code. I then contacted Post Office</p>

	<p>and was advised that it could take up to five working days to change over which it did.</p> <p>This meant that the date of the change over agreed, 24th July did not happen until 4th August. This did actually happen and I was satisfied, however I am not at all happy with the mistakes made by both party's but especially BT as I have had further problems.</p> <p>I rang BT to ask what my final bill was and they informed me that I was still receiving broadband from them and I was still paying for it.</p> <p>I explained that on the date given by the post office, ie 4th August my broadband had stopped working with BT. The Post Office broadband was now working but BT would not accept this and told me to ring post office again as they felt there was a fault on there side.</p> <p>I phoned Post Office again and was told they were happy with things at their side and the fault was with BT.</p> <p>Once again I phoned BT explained this and was advised they would look into this matter and cancel my broadband and forward a final bill to me within two weeks. This did not happen.</p> <p>On 22nd August I phoned BT again and the operator advised I am still with BT for Broad band and being charged.</p> <p>I then received an email from BT that they were sorry to see me leave and would send me a final bill.</p> <p>I still haven't received this bill and I am still being charged and another months payment has been debited from my account.</p>
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Respondent	Response
Dave Brown Dave.Brown@zytek.co.uk	<p>I wanted to let you know my concern about switching phone/broadband provider.</p> <p>I have been considering switching from TalkTalk to Plusnet but I have been told by Plusnet that I cannot keep my phone number. This is putting me of switching.</p> <p>I checked what would happen if I switched to BT and they said the same. I would need a new number. TalkTalk denies it is their fault but I feel I am blackmailed into staying with them. This seems peculiar and I would hope Ofcom is looking to sort this out.</p>
Peter Davies flemingdavies@outlook.com	<p>I have just changed from Talk talk to EE on home phone and Broadband which has gone without a hitch. I was completed within 14 days.</p>
Steve Gray stevemargaret@hotmail.co.uk	<p>I see from the Money Saving Expert website that you are seeking feedback on the ease of switching suppliers when it comes to broadband, telephone and TV. I recently switched broadband and telephone line from BT to Plusnet, but it was not completely smooth. I live in a village where BT and Plusnet seem at the moment to be the only suppliers available, and they all come</p>

	<p>under the BT umbrella.</p> <p>I tried to arrange the switch so that as one contract came to an end, the next kicked in seamlessly. Since there is no need to do any physical work to the line itself, I did not see this being a problem. In the event my 12 month contract with BT for telephone line (rental prepaid in advance, to reduce cost), Anytime calls and broadband came to an end on 2nd September 2014. I had arranged to switch on 6th August 2014, so assumed there was time to make it happen without difficulty.</p> <p>The broadband indeed switched over on 2nd September and is absolutely fine. However, I found that the process to switch the telephone line can only start once the broadband has been switched and would take a further "7-10 working days" i.e. roughly two weeks, or half a month. In my conversations with both BT and Plusnet in the lead up to the switch, this was never mentioned. Nor was it mentioned in the letter Plusnet sent me to confirm the contract details, even though I paid them 12 months line rental up front as well, again to reduce cost. They took this payment presumably knowing they could not switch the two services at the same time and would therefore have to refund me the pre-paid element for the 7-10 days it takes to make the switch.</p> <p>I have complained to Plusnet and all they have said is that they apologise for not having mentioned it and that "I have not yet overpaid" and they will refund me the pre-paid element for the time it takes to switch the actual 'phone line.</p> <p>That's all fine except it means I will have to pay telephone line rental at BT's standard, non-contract rate for this two week period, because I am beyond my 12 month contract with them and the switch to Plusnet of the phone line has not happened yet. It seems there was no way of avoiding this, thus meaning that switching the two services seamlessly is not possible. Why this should be in 2014 is absolutely beyond me but it smacks of maximising profit, and seems ridiculous. Surely they should be obliged to advise customer of this timing difference in case it causes them to change their choice.</p> <p>If you need any further information, please let me know.</p>
Robin Hancox	<p>I understand that Ofcom is seeking comments on switching issues.</p> <p>I have this week been seeking to transfer a (business) landline only from Utility Warehouse to Primus.</p> <p>Primus have today told me that they do not have permission to do this - they can with BT, Virgin but not with all suppliers.</p> <p>Why?</p> <p>Their proposed solution is to establish a new line and number at a cost of £59</p> <p>This seems a complete waste of effort and money and I need to</p>

	<p>keep my number.</p> <p>Another work around option I suggest could be to cancel my UW line.</p> <p>Once disconnected then to apply to Primus - in the meantime my number could have been re-allocated and I would also be without supply for a period and probably have to pay Primus for the reconnection.</p>
<p>Clare Holyhead clholyhead@hotmail.co.uk</p>	<p>I am sending you details of my experience with trying to switch from Virgin Media to BT in February 2014.</p> <p>I decided to switch due to a seemingly great offer on the BT website which stated that if we switched our phone, TV and internet and paid 1 years line rental upfront, they would install the external BT line for free. All in all this added up to just over £196 which I had to borrow from my son in order to get it installed as quickly as possible as I had a few days annual leave booked from work which meant that I could be home when they came. A date was booked for installation and we were told to wait for our TV equipment to arrive in the post. The equipment arrived in time for the installation date and we were looking forward to switching. The installation date arrived and I waited in for the engineer to turn up so he could install the external line and the internet would be done the same day. As day turned to night I realized that no-one was coming so called BT who apologized and rearranged for another date. That date came around and I waited in for the engineer but no-one turned up again. There was no phone call, text or email to tell me that no-one would be coming to my home that day, I was just left to wait in for nothing. There was also a date set for someone to install set up the TV equipment but by that time I had had enough of being messed around and fobbed off so I called BT to tell them that yet again no-one had turned up to my property. I had no telephone line, no internet from BT and no TV service either as no engineer had been out to install anything! I asked them for a full refund which I was told I would receive within 30 days. I accepted this and waited 30 days.. I had received no refund so I called them again to see where my money was. They said that my account had not been closed so I had to wait another 30 days. I protested at this because I had already waited a month. They refused to back down and assured me that I would get my refund so I waited. And waited.</p> <p>After many, many phone calls and arguments with this company I am yet to receive my refund. I have pulled my hair out in sheer frustration over all this because they just keep telling me the same old thing and passing me around from one person to another until I get so angry that I just can't speak to them anymore. That is where I'm at today, I just cannot deal with these people at BT anymore. They lie and make promises they know they won't keep just to keep you quiet for a while longer. They</p>

	<p>have in effect taken my money from my pocket and are now refusing to give it back even though they have given me nothing for it! I am at my wits end and don't know where else to turn. I can only hope that there is someone reading this who can help me. I don't have £196 to just give away for nothing. This is theft and I know that I am not the only one that this has happened to. I am disgusted at their attitude to potential customers and would seriously advise anyone thinking about switching to BT – DON'T DO IT! I can provide you with more details ie – dates, bills etc if they are required.</p>
<p>Stephen McFeeters</p>	<p>Switching from BT to Sky.</p> <p>Phone line & broadband – already had TV with Sky separately.</p> <p>Moving from BT to Sky for me was a process that lasted well over a year. I was hung up on, on numerous occasions, refused a MAC code, left on hold for hours each day being passed between different sections, none of which took ownership of my problem.</p> <p>I tried emailing, online chat, phone calls – manager never available & always promised to phone back but never did.</p> <p>One day in particular I was on hold for 7 hours (if you need account number to verify this just ask).</p> <p>I was lied to by 'Rowan' in NI's customer support team.</p> <p>I could go on forever with my experience but I'll leave it with the above as I had already contacted OFCOM but you could not investigate individual complaints, BT are left to be answerable only to themselves.</p> <p>If you want peoples experience with BT, try Googling BT refuse mac code, or BT customer service & read the pages upon pages of poor experiences.</p> <p>BT are a law unto themselves, someone needs to actually regulate them.</p> <p>-----</p> <p>On the foot of this, I've just been offered £50 by BT Executive Level Complaints Team NOT to contact the Ombudsman about my case / experience.</p>
<p>Richard Moore richie_moore@hotmail.co.uk</p>	<p>The point that I would like to see looked into during your review is the following.</p> <p>Although you have made it possible to get out of a contract, penalty free if the provider increases prices during the contract, they will not refund any line rental paid in advance if you have paid value line rental. (i.e. paid line rental a year in advance)</p> <p>By not giving a pro rata refund you are in fact paying a penalty to exit the contact.</p> <p>The above applies to Pusnet and the information was given on the Plusnet forum by staff members, but I am sure that other providers are doing the same.</p>
<p>Lone Nielsen</p>	<p>"Early this year we were canvassed by BT to upgrade from</p>

	<p>ordinary broadband to Infinity. And since our broadband speed was very low, we decided to opt for Infinity since we were guaranteed at least 16Mb with a possibility for up to 38Mb. Also we were promised a £80,- Sainsbury Voucher on completion. Reality was something totally different. Max speed of 10Mb on good days and constant "drop-off". Several calls to BT and visits from engineers failed to resolve the problem and we were told at the last engineer visit, that this was the best they could do. – And the voucher never materialized.</p> <p>6 month down the line we managed to sell the house, and started looking for somewhere else. Found a house about 1.5 miles away, and checked with BT if Infinity was available it was not. Then started the purchasing procedure, and phoned BT to disconnect their services on the moving date to be told that Infinity was now available, so we thought we would "sit-out" the contract.</p> <p>When we came to use the "Moving Home" utility on the BT website the procedure could not be completed and we referred to a phone number. Called the number and was they were unable to port our current phone number, and our new address did not have a BT line so there would be a cost to install this. So in effect whether we stayed with BT or moved to another Service Provider, BT wanted money of us to move.</p> <p>Because we initially were told that BT would not be able to provide fiber optic internet connection to the new address, we had made inquiries to Virgin Media to ascertain if they were able to provide the services we required. The assured us that porting our current phone number was not a problem, and if we signed up for their minimum package our internet speed would be minimum 50Mb.</p> <p>We have now moved house and had Virgin Media installed including porting our old phone number. – Installation was free, and the package incl. line rental is cheaper than BT, and best of all the internet speed is living up to the promise of at least 50Mb.</p> <p>We are still waiting for a response from BT to our complaint regarding extra charges for opting out of the contract with them. Because as I see it they were unable to supply "like for like" in as much as they could not port our old phone number, and also they have been unable to guarantee the fast internet speeds that they advertise. – Oh and the carrot of a £80,- Sainsbury voucher has never been seen."</p> <p>-----</p> <p>[C]an I just add that last week we were contacted by BT to informs us that they had investigated the case, and that they were prepared to waiver all charges, as they agreed they had not supplied what they promised, and that they were not able to supply us "like for like" on the move.</p>
<p>John Price majoreyeswater@live.com</p>	<p>I switched from Eclipse Broadband because although I had been with them for 10 years and their support was excellent.. However</p>

	<p>they had a limit of 10gb per month! I joined British Telecom because the promised me Unlimited Broadband with FREE BT Sport.. BUT Unfortunately my Bandwidth is not sufficient to receive this service! Although BT and David Cameron (Prime Minister) PROMISED that 90% of the UK would have access to Superfast Fibre Optic Broadband by the end of 2013?? BUT although I am less than a mile from the town of Uppingham in Rutland.. BT can give me no idea when I will have access to the Superfast service?? Or even when I will have the PROMISED Bandwidth to take advantage of BT Sport?.. They are spending an absolute fortune advertising "INFINITY" which is ONLY available in Larger Towns and Cities.. I believe that they have misrepresented the service? My Signal is constantly dropping and sometimes is so slow that it feels like Dial Up speed!.. Sadly I am still paying the same for my pathetic service which rarely reaches 2.5mbs as people with Fibre Optic Service!</p>
<p>Heather Rideout heather_rhind@hotmail.com</p>	<p>On Martin Lewis's Moneysavingexpert I noticed that you were asking questions about switching. I note the specific questions but thought that I would add a problem that I have in even getting as far as switching. I would like to give it a go but it has been complicated for the last 3 years by having to fight BT to try to get all of their offerings to the same date.</p> <p>I get from them currently: line rental, phone call package and broadband, the issue has also been complicated by the insertion of BT Sport. All I want is all of these packages to run co-terminously to aid both my administration but also to facilitate switching if I can. It has been a real fight and even now, three years later, they are all not quite in line but I feel that it is the first year I am not really tied in by one deal continuing as others come to an end. My belief is that they do it on purpose to make life complicated to switch.</p> <p>Other companies, like Sky (where my TV is) will offer deals, for broadband for instance, but they often include at least line rental and yet I always seem to be tied in to BT for line rental and can't do anything with this because, until now, my broadband and line rental have never been to the same date with BT.</p> <p>On the TV side, this always seems really complicated by not being easily able to match providers against the channels that I want to watch and also end up with comparable record facilities. A phone is a phone and broadband is also fairly similar if you have fibre optic and know any limits you want to set, but TV seems far more complicated.</p> <p>Talking about fibre optic, this also seems any area of concern. We don't live in an area covered by fibre optic, but any deals advertised with good deals, seem to have fibre optic in the small print.</p> <p>Hope this email is of some use. Please let me know if you need me to clarify anything.</p>
<p>Phil Roberts</p>	<p>I have no idea how difficult it is to switch because my biggest</p>

<p>Phil.L.Roberts@BTInternet.com</p>	<p>issue is email addresses.</p> <p>I have had a family e-mail for 20+ years and a second one for the last 3½. The second one I use for business so is on all my business cards and known by all the people I have come into contact with.</p> <p>I am therefore reluctant to switch user as it will probably mean that I have to change all the e-mails. Clarity on what can be done to keep e-mail addresses is scarce and therefore prevents, I am sure, many from the hassle of changing supplier.</p>
<p>Paul Stanfield paul@claremont-project.org</p>	<p>I believe that you are conducting a consultation on switching between broadband and bundled services and I would like to give you my recent experience of this.</p> <p>In mid-May I switched between Sky and VirginMedia for a phone/broadband/TV bundle. I felt initially that the process was easy. Virgin's advice was that they would take care of everything and they supplied a letter which I wrote to Sky, which I signed and dated, ending my services with them. The Virgin services started just fine and I had a confirmation email from Sky saying "sorry to see you go". However, I discovered today that Sky has continued to DD my account for TV services. I had not noticed that they had not cancelled this (and I take some responsibility for this). On calling Sky, they said that the letter I wrote was insufficient to cancel and that I should have called. They refused any refund and have charged me for the full 4 months, including a full month from now. They said that they had a large number of incidents like mine every day and that it was Virgin's fault. On calling Virgin, Virgin said that is was not a matter for them but that they would give me a 2 month goodwill payment for the Sky charges. I advised Virgin that they needed to stop giving switching customers the impression that they would take care of everything in the switch and that customers must without fail call Sky to cancel their services. Clearly the process of switching is still fraught with spiteful and at the very least morally, if not legally, questionable behaviour, especially in this case from Sky.</p>