

**Question 1: Do you agree that current mobile switching processes impair the consumer switching experience through increased switching costs, coordination difficulties, loss of service, uncertainty of porting status or risks of unwanted save activity? What benefits do current processes deliver which would be difficult to achieve through alternative processes?:**

1) Yes. 2) Can't think of any.

**Question 2: What advantages and disadvantages could GPL switching processes offer, compared to current mobile switching processes? In particular, how important is it to make it easier for consumers to switch without being required to speak to their current provider?:**

Sometimes it's easier to have non-verbal communication. It could be simpler for those with hearing problems, for example. Having just one process to understand would be a particular help, rather than the individual processes we have currently.

**Question 3: To what extent do you think the two options we have identified address the drawbacks with current processes we initially identified? Are there other options we should consider?:**

No comment

**Question 4: What mechanisms could these processes use to ensure that consumers are adequately verified, and protected from being switched without their consent or knowledge? What mechanisms could be employed for ensuring that consumers are adequately informed about the implications of their decision to switch? :**

Making sure that information about PUK codes is clearer. I was unaware of the need for it till I'd committed myself to swopping.

**Question 5: Do you have any comments on the indicative costs of the options we have considered in this document?:**

No comment

**Question 6: Do you have any other comments in relation to the matters set out in this consultation?:**

The area I had most trouble with was getting a PUK code to unlock my phone from my previous network operator. It took \_months\_ of unnecessary hassle (and in my case, having to buy another phone so I could keep in contact with people) before they would pass it on. I do recognise that this may be something that Ofcom would find difficult to regulate as it is a technical issue. If it is possible for you to consider, however, that would be the single most helpful option.