

Title:

Forename:

Surname:

Representing:

Self

Organisation (if applicable):

N/a

What do you want Ofcom to keep confidential?:

Keep name confidential

If you want part of your response kept confidential, which parts?:

Ofcom may publish a response summary:

Yes

I confirm that I have read the declaration:

Yes

Ofcom should only publish this response after the consultation has ended:

You may publish my response on receipt

Additional comments:

Question 1:Do providers support (i) each of the different order type processes (ii) Linked Orders (iii) Parallel Orders processes? Where providers do not support each of these individual processes, please explain why you think this is the case? Please provide evidence to support your view:

N/a

Question 2:Are gaining providers currently able to correctly advise consumers at the point of sale on the correct switching process to follow (e.g. do agents have access to and the ability to use Dialogue Services and have access to information on which technology will be used to supply the service to the customer)? Please provide any evidence you have to support your views. :

N\|a

Question 3:Do you agree it will become more difficult for Gaining Providers to advise consumers at the point of sale on the correct switching process to follow as new technologies or new combinations of existing technologies are rolled out? Please provide any evidence you have to support your views:

N\|a

Question 4:Do you agree there is lack of competitive neutrality from having multiple processes? Please provide any evidence you have to support your views.:

n\|a

Question 5:Do you agree with our assessment of Problem 1: Multiple switching processes? If not, please explain why you disagree.:

Yes i agree

Question 6:Do you agree that the current switching processes are likely to become less reliable in the future? Please explain your answer and provide any evidence you have to support your views.:

Yes i agree that the current switching processes will become more problematic as there is not standard procedure for the different switching of multiple processes.

Question 7:Do you agree with our assessment of Problem 2: Back end system deficiencies? If not, please state why you disagree:

yes

Question 8:Do you have evidence to suggest that the incidence of slamming has changed significantly? Please provide any evidence you have to support your views:

no

Question 9:Is there further action you think could be taken to help tackle slamming (e.g. preventative measures to stop it from occurring or enforcement activities after it has happened to act as a deterrent) under the existing processes? Please explain your answer.:

no view

Question 10:Do you think it would be more appropriate to introduce stronger upfront consumer protections within the switching process or continue with

the current reliance on enforcement to tackle slamming? Please explain your answer.:

I think both. Then hopefully it would put an end to this problem. I think then that consumers would have better protection.

Question 11: Do you agree with our assessment of Problem 3: Insufficient customer consent? If not, please explain why you disagree:

Yes

Question 12: Do you agree with our assessment of Problem 4: Lack of awareness of the implications of switching? If not, please explain why you disagree. :

Yes

Question 13: Do you agree with our assessment of Problem 5 Unnecessary switching costs/hassle? If not, please explain why.:

yes

Question 14: Are there any other key problems with the existing Notification of Transfer and Migration Authorisation Code processes that we have not identified? Please provide evidence to support your answer:

Yes. The point in question. When I changed service providers I thought that it would be hassle free. Unfortunately this was not the case. I decided to switch from Tiscali to the Postoffice, I told them that I wanted phone & broadband together. They thought that I just wanted the phone line & that is why I thought it took so long (just over a month) I contacted the Postoffice several times to ask how my order was progressing & the only response I got was that it was down to Openreach (BT). This was back in October. I rang Ofcom to make a complaint against both companies. I have since received compensation of £10.00 from the Postoffice for not being connected to the internet for the month in question. Fair? & forgot about Openreach.

My friend has applied for internet through a service provider (Tiscali) he has his phone service with them already & was told that it could take them up to a month to connect him.
q1 why does it take so long

q2 why can't you contact Openreach directly to enquire how your order is progressing

q3 Why can't Ofcom intervene on your behalf

q3

Question 15: Do you agree with our assessment that a prohibition on reactive save activity under the LPL process would be difficult to enforce effectively? Can you suggest how enforcement of a prohibition on reactive save may be made effective:

Question 16:Are there other enhancements that you think should be included in the Enhanced NoT specification to help protect consumers both now and in the future? Please explain your answer and provide any supporting evidence.:

Question 17:Do you think strengthening record keeping obligations for consent validation would increase protection against slamming? Would this be adequate to safeguard consumers now and in the future? Please explain your answer and provide any supporting evidence.:

Question 18:Do you think that the introduction a requirement to include specific information about early termination charges (ETC) and/or minimum contract periods (MCPs) in bills should form part of the enhancements to the current NoT process? What are the likely costs and benefits of such an approach? Please provide any evidence to support your answer:

Question 19:Do you agree that Cancel Other call recording obligations should not form part of the Enhanced NoT model? What are the likely costs and benefits of introducing Cancel Other call recordings? Please provide any evidence to support your answer(s).:

Question 20:How can Ofcom best address competition concerns relating to reactive save activity through enhancements to the MAC process? What are the likely costs and benefits of such an approach? Please provide any evidence to support your answer.:

Question 21:Are there any particular issues that you think would need to be considered in establishing the hub and database under any of the GPL options (e.g. general practicability setting up and/or ongoing operation)? Please explain your answer. :

Question 22:Do you agree that the GP staying on the TPV call should not be a mandated part of the TPV model? Do you think there are significant benefits from the GP closing the call with the customer after the TPV conversation? Please explain your answer(s) and provide any supporting evidence. :

Question 23:Are there any particular data protection and/or privacy related issues that you think would need to be considered under the GPL TxC and/or the GPL TPV options? Are these issues likely to be significantly different to the issues that need to be considered under the current processes? Please explain your answer. :

Question 24:Are there circumstances in which you can envisage that consumers would be likely to be distressed and/or harmed by the sharing of their personal data as required under the GPL TxC and/or the GPL TPV

options? Do you think that consumers will object to the sharing of their data in this way? Please explain your answer:

Question 25:Are there any particular issues that you think would need to be considered in terms of the practicalities involved in setting up the TPV body and its ongoing operation under the GPL option? Please explain your answer.:

Question 26:Are there any particular issues that you think would need to be considered in terms of the practicalities involved in setting up the Transfer Code Issuing Authority and its ongoing operation under the Losing Provider Led options? Please explain your answer:

Question 27:Do you agree with the proposed specifications for each of the options? If not, please specify what changes you consider should be made to the specifications and the basis for this. :

Question 28:Are you able to provide an estimate of the time it would take to make the necessary changes to your systems and processes to implement each of the options? Please explain your answer.:

Question 29:How could the switching process options be used (or amended) to support the WLTO process to deal with the problem of ETs in the context of a homemove? Please explain your answer. :

Question 30:Do you agree with our assessment of the options regarding multiple switching processes? If not, please explain why you disagree.:

Question 31:Do you agree that the Options 2b (GPL TxC) and 2d (TPV) are likely in practice to deal effectively with homemove ETs? Can you foresee any problems with adopting this process for homemoves? Please explain your answer.:

Question 32:Do you agree that the Option 2c USN and Options 3a-b LPL TxC and LPL ALT are unable in practice to deal with homemove ETs? If not, please explain how these options could be used to deal with homemove ETs? :

Question 33:Do you agree with our assessment of the options regarding back end processes? If not, please explain why you disagree.:

Question 34:Do you agree with our assessment of the options regarding consumer consent? If not, please explain why you disagree.:

Question 35:Do you agree with our assessment of the options regarding the implications of switching? If not, please explain why you disagree:

Question 36:Do you agree with our assessment of the options regarding unnecessary switching costs/hassle? If not, please explain why you disagree.:

Question 37:Do you agree with our assessment of the options regarding reactive save activity? If not, please explain why you disagree:

Question 38:Do you agree with our assessment of the options regarding reactive save activity? If not, please explain why you disagree:

Question 39:Do you think that the payment of a TPV fee for each sale is likely to be a significant barrier to entry for smaller CPs? Please provide any supporting evidence.:

Question 40:We welcome stakeholder views on whether the additional cost of the TPV option over the GPL TxC option is justified due to the superior protection against slamming? :

Question 41:Do you agree with our assessment that the TPV option should be preferred to the USN option. If not, please provide your reasoning. :

Question 42:Do you agree with our assessment that the TPV option is pro-competitive relative to the LPL TxC option? If not, please explain why you disagree.:

Question 43:Do you agree that the TPV is the most proportionate way to deal with the problems identified? If not, please provide your reasoning.:

Question 44:Do you have any other comments on our option assessment: