

## Your response

Question	Your response
<p><b>Question 1:</b> Do you have any comments on Ofcom's proposed Work Plan for 2026/27?</p>	<p>Confidential? N</p> <p>Much of our response below reflects the previous two years submissions as we feel no, or very little, progress has been made in these areas and they remain critical to the success of the industry.</p> <p><b>Number portability &amp; Business Switching</b> Business providers are now facing pressure to align processes with One Touch Switch style solutions, however, little thought has been given to the underlying processes to implement the migrations or indeed the complexities of managing these processes for business solutions.</p> <p>We consider porting key to deliver the consumer benefits that Ofcom are keen to support.</p> <p><b>Business Champion</b> Through our membership of CCUK and FCS we have expressed our support for a business champion within Ofcom. With so little consideration for the business market, and the unique value chain that sits behind that, we feel it would be of great benefit to industry if we were all properly represented during policy discussions.</p> <p>This need has been particularly evident during the ongoing work on Gaining Party Led switching which has seen the business community become an after-thought.</p> <p><b>Numbering Plan</b> As an early adopter of VoIP and, at the time, one of the first networks to support the full set of UK numbers for VoIP providers – we feel it time that the Numbering Plan have a review. Technology and the solutions demanded by modern users has evolved and there may be opportunities to increase innovation and make better use of number resources.</p>

Question	Your response
	We are however particularly pleased to see mention of AI and a focus on fraud.

Please complete this form in full and return to [planofwork@ofcom.org.uk](mailto:planofwork@ofcom.org.uk)