

Your response

Question	Your response
<p>Question 1: Do you agree with our proposal to require providers to develop and implement the One Touch Switch process?</p>	<p>Citizen's Advice Scotland agrees with Ofcom's proposal to require providers to develop and implement the One Touch Switch process.</p> <p>CAS believes that the proposed One Touch Switch process will be highly beneficial for consumers, simplifying the process of switching provider. This process may also allow greater accessibility for disabled and elderly consumers, who may find the current switching process complicated¹.</p> <p>The One Touch Switch process is likely to benefit consumers who are out of contract and perhaps hesitating on switching provider. Ofcom's research indicates that more than 20 million consumers are out of contract over the mobile, broadband or pay-TV markets. CAS believes that the One Touch Switch process may encourage consumers to consider switching when at the end of their contract, with a more streamlined process making it much easier and less daunting for the consumer to manage this process. ²</p> <p>We agree with Ofcom's assessment that the One Touch Switch process would be a more effective process than the Code to Switch process and agree with Ofcom's analysis that consumers would have greater control over the extent and type of contract they have with their provider under this model.</p> <p>CAS would welcome the opportunity to engage with Ofcom in ensuring that consumers are aware of the new rules for switching when they are in place.</p>

¹ https://www.cas.org.uk/system/files/publications/cas_staying-in-touch_06.20_1.pdf

² <https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/costs-and-billing/in-or-out>

Question 2: Do you agree with our proposal to remove the rules relating to the existing Notification of Transfer process?

CAS agrees with Ofcom’s proposal to remove the rules relating to the existing Notification of Transfer process.

We agree with Ofcom’s proposal to require providers to develop and implement a One Touch Switch process. As mentioned earlier, CAS believes that this will result in significant benefits, delivering greater accessibility and enhancing consumer control over contracts.

Question 3: Do you agree with our proposed changes to require mobile providers to give residential customers information regarding the impact of a switch on any other services they have with the losing provider?

CAS agrees with Ofcom’s proposal to require mobile providers to give residential customers information regarding the impact, including financial impact, of a switch on any other services they have with the losing provider.

CAS believes that by giving consumers this information, they will be better informed and more able to make decisions on the switching process. CAS believes that the proposed changes will increase accessibility of switching services for older and disabled consumers, with CAS research showing that these consumers would benefit from having more information relating to their contracts³. CAS recommends that the format and language used by the “gaining” provider when giving residential customers information regarding the impact of a switch should be accessible and easy to understand.

We also recommend that if consumers are struggling to understand the information provided by the “gaining” provider, consumers should be allowed to access a third party, such as a Citizens Advice Bureau, before formally making the switch if they require independent advice and assistance.

³ https://www.cas.org.uk/system/files/publications/cas_staying-in-touch_06.20_1.pdf