

Your response

| Question | Your response |
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| Question 1: Do you agree with our proposal to require providers to develop and implement the One Touch Switch process? | Yes. A further measure that should be included in the process is a requirement for the line to the household (cable/phone line) to be maintained for a minimum period (suggest 5 years) so as to avoid any reinstallation charge when the customer switches back to copper wire or vice versa. |
| Question 2: Do you agree with our proposal to remove the rules relating to the existing Notification of Transfer process? | Yes |
| 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? | Yes |