

Consultation response form

Your response

Question	Your response
Question 1: Do you agree with our proposal to require providers to develop and implement the One Touch Switch process?	Yes
Question 2: Do you agree with our proposal to remove the rules relating to the existing Notification of Transfer process?	Porting mobile numbers between suppliers should be simplified and made easier for consumers.
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

By way of personal; experience, you may find the following mini-case study of interest:-

I recently decided to switch from my then existing ISP (Virgin Media) to a new ISP (Now.TV).

Virgin Media's Loyalty Department then offered double broadband speed at half the cost of my previous package.

They offered a mobile number deal with a 10-fold monthly data usage increase at one-third the cost of my previous supplier (giffgaff).

All well and good. However, obtaining the PAC code to retain my existing mobile number proved much less than straightforward.

I ended up having to obtain a PAC code TWICE and the new SIM card kept on using a different number to my existing mobile number.

I subsequently resolved the issue of the new SIM and retaining my existing mobile number (REDACTED) but it would have been easier if my supplier (Virgin Media) had followed up the PAC process and sent me a SIM card with my already existing mobile number.

If Ofcom can simplify the process of transferring telephone numbers between suppliers, this would - I believe - be of assistance to all mobile service users..

I hope this information will be of assistance to Ofcom.

Best wishes,

John Dowdle FRSA