

Your response

Question	Your response
Question 1: Do you agree with our proposed new GCs to implement the One Touch Switch process?	Confidential? – N Yes
Question 2: Do you agree with our proposed amendments to the Auto-Switch GCs?	Confidential? – N Yes
Question 3: Do you have any other comments on our proposals?	Confidential? – N Yes. Many customers will not wish to lose a longstanding email address, email contacts and associated emails if they change broadband service provider. There are technical ways to export contacts and emails to a new email address with a new service provider but not to transfer the actual email address. This is a similar constraint to changing provider as was the loss of a mobile or landline telephone number in the past. A requirement for the existing service provider to assist in the process of exporting contacts and emails, together with a commitment to transfer the rights to the email address – perhaps all for a reasonable one off charge – would allay any customer concerns.

Please complete this form in full and return to switching@ofcom.org.uk.