

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>Confidential? – N Yes</p> <p>However, earlier this year my Post Office broadband contract was coming to an end but I ended up renewing to remove hassle even though I could have saved a bit of money. Essentially, if I switched before the end date I'd be charged an early termination fee and if I changed after the termination date my bill would have risen from £20.90 to £37. I think drastic price rises like this shouldn't be allowed and early termination fees shouldn't apply in your last month.</p>
<p>Question 2: Do you agree with our proposal to remove the rules relating to the existing Notification of Transfer process?</p>	<p>Confidential? – N yes</p>
<p>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?</p>	<p>Confidential? – N Yes</p>