

## Your response

Question	Your response
<b>Question 1: Do you agree with our proposed new GCs to implement the One Touch Switch process?</b>	Y
<b>Question 2: Do you agree with our proposed amendments to the Auto-Switch GCs?</b>	Y
<b>Question 3: Do you have any other comments on our proposals?</b>	Y  Email addresses remain a problem as it puts you off if you have to change your email address. All providers should provide a facility where you keep you email address just like you can keep your phone number. This should not be too hard for ISP's to provide.

Please complete this form in full and return to [switching@ofcom.org.uk](mailto:switching@ofcom.org.uk).