

I have read your document on switching and the consultation form but see no mention of email addresses.

There is no real difficulty in the actual switching process but what does stop me is the fact that I then have to change my email address or pay a monthly fee to keep that email address.

As so many companies and services transact all business by email changing my email address is a horrendous amount of work.

What is needed is either generic email addresses free of the broadband supplier or the ability to keep the current address when changing supplier.

How are you proposing to deal with this challenge which is far more significant barrier than just changing the supplier.

Thanks

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