

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>Y</p> <p>But the gaining provider must be required to be <u>truthful</u> about the switching process to enquiring prospective customers, and especially the downtime on the agreed date.</p> <p>When I enquired about switching to BT Broadband, I was concerned about being left without broadband for a long time in between, which of course no one wants - especially in the current crisis.</p> <p>BT said I'd receive my BT router only 1 business day before the agreed date – what if it failed to arrive by that date? This is not good practice, leaving not even 1 business day's margin for problems. Surely they should be required to deliver it <u>several days earlier</u>.</p> <p>Also, one BT customer service rep claimed that if BT's router didn't arrive by the agreed date, I could still continue to use my old provider's service (Sky) throughout the agreed date.</p> <p>This was <u>not</u> true, as BT can't control at what time during the agreed date Sky decides to switch off its service (which another BT customer rep later confirmed). So, theoretically. I could have been without broadband between 0001 and 2359 on the agreed date i.e. nearly 24 hours.</p> <p>I agree with 4.8(b) and figure 4.3 in Ofcom's paper but, technically and procedurally, surely it should be possible for both providers to coordinate the switch between themselves far better than currently. 1 working day is too short in today's climate. Even banks now allow payment transfers at the weekend. The broadband switch can and should be automated, even if occurring at the weekend.</p>

	<p>And by the way, despite GC C7.7(a), the losing provider (Sky) switched off at about 11am in my case (in November 2020). BT switched on at about 2.30pm. If the losing provider was <u>explicitly required to maintain its service until at least 23.59 on the agreed date</u>, this could alleviate most consumers' concerns about being without broadband for possibly a whole day. I'm more than happy to pay for 1 day of overlap just to ensure that some form of broadband service will be available to me during the <u>whole</u> of the agreed date and that I'm never without service, and I'm sure others are too!</p> <p>Thank you.</p>
<p>Question 2: Do you agree with our proposal to remove the rules relating to the existing Notification of Transfer process?</p>	<p>Y</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>Y</p>