

## Your response

| Question   | Your response  |
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| <b>Question 1: Do you agree with our proposal to require providers to develop and implement the One Touch Switch process?</b>  | Yes<br>We have received poor service from our current provider (Virgin Media) but I am put off from switching as myself and husband both work at home and worry that our service would end up being disrupted, during the process. The more straightforward it is, the more confidence we would have in switching. |
| <b>Question 2: Do you agree with our proposal to remove the rules relating to the existing Notification of Transfer process?</b>   | Yes.<br>As far as I understand it, as we are on a full-fibre broadband service, this would not have applied to us anyway.  |
| <b>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?</b> | Yes, sounds like necessary information.  |