

## Your response

Question	Your response
<p><b>Question 1: Do you agree with our proposal to require providers to develop and implement the One Touch Switch process?</b></p>	<p>Up to a point but let me tell you what happened to my 80-year-old father-in-law. He walked into an EE shop to upgrade his mobile and an unscrupulous assistant somehow managed to get him to sign up for BT broadband instead. Thankfully his current ADSL provider has a business relationship with me and because he was still within contract asked me if this was intended (it wasn't). I then had to spend 4 days talking to BT and EE and getting them to cancel the contract that he had been tricked into. Had the incumbent provider not reached out, he would have been tricked into a new service, forced to pay two contracts and would have had to change routers etc. The moral of the story is if you made this too easy, unscrupulous individuals on commission would prey even more on people like my father-in-law.</p> <p>So fine, make it easy but ensure that the person signing 100% understands what they are doing, what the repercussions are and what technical difficulties there could be. And don't make this small print – make sure it is clear. Also bring in sanctions to stop mis-selling.</p>
<p><b>Question 2: Do you agree with our proposal to remove the rules relating to the existing Notification of Transfer process?</b></p>	<p>See above</p>
<p><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></p>	<p>Very clear information including what they will have to do technically as well</p>