

Your response

Question	Your response
<p>Question 1: Do you agree with our proposed new GCs to implement the One Touch Switch process?</p>	<p>Confidential? – N Yes</p>
<p>Question 2: Do you agree with our proposed amendments to the Auto-Switch GCs?</p>	<p>Confidential? – N yes</p>
<p>Question 3: Do you have any other comments on our proposals?</p>	<p>Confidential? – N</p> <p>The proposals should be extended to ensure that no broadband provider puts artificial barriers in place to discourage customers from transitioning. Whilst this proposal tackles some of these – in terms of time, ease and telephone number in the context of broadband and digital services the email address that is often associated with a broadband service is used to discourage switching – through high charged for customers to keep an email address (and associated functionality). The one touch switch service should include the right for the customer to maintain their original email address at (at the most) marginal cost.</p>

Please complete this form in full and return to switching@ofcom.org.uk.