

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>Confidential? – No</p> <p>Yes</p>
<p>1. WightFibre supports the implementation of One Touch Switching as proposed.</p> <p>2. WightFibre can support the December 2022 deadline but doubt that the whole industry will adopt their legacy systems in this time frame given ongoing uncertainty on the exact detail of the switching process. Unless all parties can support the process the process will not work.</p> <p>3. WightFibre do not support the addition of an IVR channel for automation of the switching process. IVRs are not liked by end customers.</p>	
<p>Question 2: Do you agree with our proposal to remove the rules relating to the existing Notification of Transfer process?</p>	<p>Confidential? – N</p> <p>Yes.</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>Confidential? – N</p> <p>No comment.</p>

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