

[Q1: ORIGINAL]

Do you agree that current mobile switching processes impair the consumer switching experience through increased switching costs, coordination difficulties, loss of service, uncertainty of porting status or risks of unwanted save activity? What benefits do current processes deliver which would be difficult to achieve through alternative processes?

[Q1: SIMPLE QUESTION]

Do you agree that current switching processes can lead to a poor experience for customers – with the need to contact their losing provider, the possibility of sales hassle, and worries about being left in limbo between two providers? On the other hand, are there benefits now that a new process couldn't easily deliver?

[Q2: ORIGINAL]

What advantages and disadvantages could GPL switching processes offer, compared to current mobile switching processes? In particular, how important is it to make it easier for consumers to switch without being required to speak to their current provider?

[Q2: SIMPLE QUESTION]

What are the pros and cons of the gaining provider (that is, the provider that the customer has chosen to switch to) leading the switching process, compared to what happens at the moment? In particular, how important is it that a customer doesn't have to speak to the provider they're leaving?

[Q3: ORIGINAL]

To what extent do you think the two options we have identified address the drawbacks with current processes we initially identified? Are there other options we should consider?

[Q3: SIMPLE QUESTION]

We've suggested two new options. How effective do you think they will be in addressing the problems of switching? And are there other ideas we should look at?

[Q4: ORIGINAL]

What mechanisms could these processes use to ensure that consumers are adequately verified, and protected from being switched without their consent or knowledge? What mechanisms could be employed for ensuring that consumers are adequately informed about the implications of their decision to switch?

[Q4: SIMPLE QUESTION]

What kind of system would make sure that customers are properly identified, and protected from being switched to a different provider without their agreement or knowledge? And how can we make sure customers understand the implications of a possible switch before they go ahead?

[Q5: ORIGINAL]

Do you have any comments on the indicative costs of the options we have considered in this document?

[Q5: SIMPLE QUESTION]

Do you have any comments on the outline costs attached to the options we have looked into?

[Q6: ORIGINAL]

Do you have any other comments in relation to the matters set out in this consultation?

[Q6: SIMPLE QUESTION]

Is there anything else about the content of this consultation that you would like to raise?