

**Title:**

Mr

**Forename:**

Simon

**Surname:**

Ball

**Representing:**

Self

**Organisation (if applicable):****Email:**

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**What do you want Ofcom to keep confidential?:**

Keep nothing confidential

**If you want part of your response kept confidential, which parts?:****Ofcom may publish a response summary:**

Yes

**I confirm that I have read the declaration:**

Yes

**Ofcom should only publish this response after the consultation has ended:**

You may publish my response on receipt

**Additional comments:**

I tried to switch from virginmedia back to bt a while back.  
Neither side would work together, the end result is that i am still with virginmedia  
BT dug up my next door neighbours drive to get a line to me, but because netither sidetold  
me i had to cancel a part of the subscription before bt could work, i am still with virginmedia

**Question 1: Do you think hassle is a key issue we should tackle in this review? Please provide an explanation for your answer and any supporting evidence.:**

Yes. bt has very poor communication, i waited in all day for a engineer to turn up and they never did, no explanation or anything

**Question 2: Do you agree there is a lack of clarity about the switching processes that consumers need to go through to switch and this may create a barrier to switching? Please provide an explanation for your answer and any supporting evidence.:**

Yes, virginmedia dont want to loose custom so make the switching process as onerous as possible.  
BT couldn't care less so end up loosing the customer on route.

**Question 3: Do you think clarity is a key issue we should tackle in this review? Please provide an explanation for your answer and any supporting evidence.:**

Yes...surely there must be a clear and concise way of switching providers and also finding out how good they are.

**Question 4: Do you think continuity of service (including unwanted breaks and double billing) is a key issue we should tackle in this review? Please provide an explanation for your answer and any supporting evidence.:**

Yes...bt and virginmedia give very poor customer service and yet nothing seems to change

**Question 5: Do you think the ability of providers to frustrate the switching process is a key issue we should tackle in this review? Please provide an explanation for your answer and any supporting evidence.:**

Yes, the switch from virginmedia to bt was a disaster, no engineer turned up from bt, no explanation, no apology

**Question 6: Do you think consumers? experience of save activity is a key issue we should tackle in this review? Please provide an explanation for your answer and any supporting evidence.:**

Don't understand the question

**Question 7: Are there issues specific to either residential or business consumers? experiences of the switching processes that you think we should tackle in this review? Please provide any evidence you have to support your views.:**

When a customer decides to move, the provider they are moving to should provide a switching date, and also monitor how the switch is progressing...bt didn't and virgin was plain unhelpful

**Question 8: Do you agree with our analysis of switching costs? Please provide any evidence you have to support your views.:**

Why can they charge you to join, then charge you to leave??

**Question 9: Do you agree with our analysis of save activity? Please provide any evidence you have to support your views.:**

Don't understand the question

**Question 10: Do you agree with our analysis around the multiplicity of switching processes? Please provide any evidence you have to support your views.:**

**Question 11: Do you agree with the general switching principles we have identified? Please provide an explanation for your answer.:**

**Question 12: Do you agree with our proposed tier structure for the general switching principles? Please provide an explanation for your answer.:**

**Question 13: Do you agree with our proposal that the preferred switching approach assuming a ?greenfield? basis is GPL?:**

**Question 14: Which of the identified GPL switching options do you support? Please provide an explanation for your answer.:**

**Question 15: Do you have any information or views on the costs of the switching options outlined above? Please provide any supporting evidence.:**

**Question 16: Do you agree with our proposals and implementation priorities for taking forward our work in relation to existing switching processes?:**