

Title:

Mr

Forename:

Stuart

Surname:

Green

Representing:

Self

Organisation (if applicable):

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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:

Yes

Additional comments:

**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.:**

Considering that so many people rely on the internet just as they would their telephone lines, I believe it should be a more seamless transition when moving ISP. No ISP offers a seamless transfer, hence the reason why I won't change supplier until we get that guarantee.

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.:

I understand the switching process myself but I guess the general public do not and it's not really the ISP's fault, it's the general process of switching which needs revamping.

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.:

It is a key issue as nobody likes to be without an essential service for any length of time.

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.:

Continuity is my main issue why I won't switch ISP's. I'm still with my current ISP in it's various guises as Pipex for the past 6 years.

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.:

The onus is definitely put on the consumer where we have to inform the new ISP of the Migration code to be able to receive the new service, so yes, the process needs to be more of a responsibility of the ISP's.

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.:

N/A

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.:

N/A

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

N/A

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

N/A

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

N/A

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

Yes

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

Yes

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

N/A

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?: