

Title:

Mr

Forename:

Brian

Surname:

Innes

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:

You may publish my response on receipt

Additional comments:

I think this consultation document fails to address the impact of consumers when switching. When I change phone or mobile suppliers I can take my phone number with me, so have very little impact with the change. I can find no information about how my 'online identity' can move from one provider to another. Many online services use an e-mail address as the primary way to identify customers using their online services. I would like to see some regulation than if I move providers then my existing provider has a duty to provide

forwarding facilities for a minimum period, so I can move providers without the fear of losing access to existing online services because I can no longer access the mail account that is my user name.

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, but you should expand what you refer to as hassle to include impact on consumers of moving providers in addition to the hassle of making the change (e-mail addresses, losing web addresses, etc...) asd

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.:

There is a lack of clarity about the switching process and what process is in place to move from existing provider to a new chosen provider.

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.:

I think there should be a simple, single process to switch providers, so yes this should be tackled.

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.:

Internet services are becoming increasingly important for many people to carry out their daily life, with some services only being available online (certain bank accounts are only useable online). Many employers allow employees to work at home, so continuity of service will become more important as our reliance of having internet connectivity at home continues to grow.

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, we need the ability to switch providers without current provider being able to stall or obstruct the process. My experience of the quality of customer service provided by my ISP is abismal. It takes them over a week to action any resolution to a problem, so I would like to see some protection to prevent ISPs disrupting the switch to competitors.

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.:

I think the existing provider should be able to try to retain customers, so long as this is done in a fair and professional manner, so I think there needs to be some consideration to when save activity becomes aggressive or obstructive to a consumer's wish to switch

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.:

I think there needs to be clarity in what a service is as currently the advertising and service descriptions are often very misleading. For people that are not fully conversant with the terms used can be tricked into choosing an inappropriate service. Things like: fair usage policy imposing a fixed download limit on an unlimited service; High download speeds quoted with high sharing ratios, hence low achieved speeds; High download speeds with very small free monthly download limits leading to expensive monthly bills;

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

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

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?: