

**Title:**

Mr

**Forename:**

Dave

**Surname:**

Jackson

**Representing:**

Self

**Organisation (if applicable):**

**Email:**

[dave.jackson7@virgin.net](mailto:dave.jackson7@virgin.net)

**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:**

**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. You have to get a particular number from your existing provider (often on a premium rate line); have to hold for ages; and then have 30 days to use it, before having to go through the whole procedure again.

Then you have to give it to your prospective provider.

However, the biggest hassle is the lack of portability of your existing email address. It would be much easier to switch if you could keep your email address irrespective of which provider you are with.

**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 believe the process is clear, but complicated.

**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 I should just be able to contact a provider I want to switch to and the rest of the process should then be automated.

Slamming could be avoided by the existing provider asking for email confirmation - sent to both providers.

**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 - although I have no evidence, this has happened in the energy industry and is a legitimate fear based on previous experience in other switching areas.

**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.:**

I have no experience of this other than having to wait a long time on a premium-rate line to obtain my number.

**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 have no experience of save activity.

**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.:**

No.

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

I agree, but have no evidence.

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

I agree - but have no evidence other than supplied in your report.

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

I agree - based on your analysis.

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

Yes. The switching principle appear logical based on the presented findings.

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

As above.

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

Yes.

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

I prefer consumer code on bill. Providing a TPV will inevitably result in setting up a bureaucracy to facilitate it - with concomitant additional costs passed - ultimately - to the consumer.

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

See above.

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

Yes.