

**Title:**

Mr

**Forename:**

Steven

**Surname:**

Livingstone

**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:**

Yes

**Additional comments:**

[ as a general comment. The OfCom and related sites really needs to make it much easier to report offenders. ]

**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, an absolute problem. Only yesterday after over 8 weeks of asking for the irritating MAC Code and by eventually getting in touch with TalkTalk CEO Dido Harding who personally dealt with it.

The whole thing was completely out of my control and the ownership is in the wrong hands.

I was therefore without broadband for 8 weeks and this whole process needs to be made easier.

**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, the MAC Code concept is all wrong. If you are unable to get it you have no other options as the new provider won't do it for you.

I was told this by O2.

**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.:**

Clarity is an issue only in that it should be clear WE are the consumer and owner of our account.

The generation of MAC Codes should be run by a separate entity really. It really isn't such a difficult concept (why not use Client Certificates or something).

**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.:**

It is an issue but it is typically a matter of days to change over and pales into insignificance with respect to MAC Code generation.

**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. I should NOT have to go to the CEO to resolve my switching. Really, it should either be put in the hands of a 3rd party (ala VeriSign et al) or in the hands of the consumer (via some software that can be downloaded from OfCom to generate a MAC Code).

**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.:**

**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.:**

Get rid of MAC codes or move them out of the hands of providers.

**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?:**