

Title:

[✂]

Forename:

[✂]

Surname:

[✂]

Representing:

Self

Organisation (if applicable):

Email:

[✂]

What do you want Ofcom to keep confidential?:

Keep nothing confidential, Keep name 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, but define hassle. It is fairly easy to switch providers, the hassle comes when you cannot transfer/keep your email address. I cannot afford to change my email address as it has been my business contact address for many years and I don't have a record of everyone I've given

it too so wouldn't be able to inform them of a change plus all my business cards etc would need to be reprinted. These are more likely to be the 'hassle' that it being referred to when considering switching broadband supplier.

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.:

No - except around the details of their services. Eg I make use of a fixed IP address and need to be able to send emails from accounts other than the domain they manage -such details as these cannot be found anywhere on their websites - I would expect to have to dig to find the info as they are not mainstream requirements, but I couldn't find a feature list anywhere at this level. If I can't get the detailed spec of the service I'm not going to consider it.

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.:

See answer to q2

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 if it is prevalent

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.:

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.:

What is a 'save' activity - please provide more clarity!

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.:

Taking your email address with you and being able to send email from it via new supplier (see q1 response)

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?: