

**Title:**

[✂]

**Forename:**

[✂]

**Surname:**

[✂]

**Representing:**

Self

**Organisation (if applicable):**

**Email:**

[✂]

**What do you want Ofcom to keep 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.:**

1. Yes. Some services can only be purchased if you have a BT line
2. If you have a problem with Broadband BT INSIST you have a new hub ( even if that's not the problem) which then REQUIRES yuo shick with them for at least another year !!!

Because of THEIR problems at THEIR exchange I now can't move supplier and am LOCKED into an OVERPRICED service.

3. They INSIST you have a phone package even if you rarely if EVER make any calls. I strenuously object to being charged &pound;11.75 a month for services I don't use. I would not object to paying for calls by the minute, When I last checked I had zero chargeable calls over the last 24 months - at a cost of &pound;282.

**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 - people worry about losing email addresses, telephone numbers and having to set up their PC's /wifi networks all over again. - My Dad ( in his 80's has also been targeted by unscrupulous phone companies who have fed misinformation about their services - including the dreaded &quot;upto&quot; on service levels and lies about whether or not the companies &quot;shape&quot; their traffic ( they claim they don't - but then contradictorily claim that they give priority to on demand TV and their ownbrand services ). It all left my father very confused.

**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.:**

Yes.

Common QOS standard definitions for all providers.

Average speeds by hour of day

**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.:**

**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.:**

**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.:**

**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?:**

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