

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:

Yes

Additional comments:

Yes changing broadband supplier is too difficult. I have been locked into Blueyonder/Virgin for 7/8 years and I pay too much.

The standing charge for telephone of £11.50 is a rip off and should be scrapped as it its poor people like me and those on low income.

This is very unfair. I will now look seriously at getting rid of this fixed total charge without

TV of £24.00 per month as it is too expensive. When you include the TV license it is a massive £35 per month. My income has been cut in real terms so this is a big expenditure which is not worth it.

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.:

No it is not the hassle but the costs involved which are excessive for those on low income. Hassle comes second.

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.:

Not clarity but the tricky "bundle" deals which makes price comparison difficult.

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.:

No not clarity but one of the cost which is far too high.

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.:

Yes it is one of the key issues.

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.:

Trying to save money with high fixed costs is a laugh.

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 just do not try to switch.

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

No comment.

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

No comment.

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

Yes

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

Not interested as the fixed costs will still be too high.

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

No. Just make it all cheaper.

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

No comment.

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

No comment.

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

No comment.

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

No comment.