

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:

A brief overview of my recent switching experience.

After moving house I had to switch from Virgin to Sky because they could not provide for my new area. Sky installed the television within a little over a week. At that point (the first time I was informed that this was not also to be my phone/broadband installation date), I was told the rest would not be installed until over a month after the initial order.

The reasons I was given for this were in the vein of "it takes X working days for

Sky/BT/Virgin to do Y". It took several days after the TV installation for Sky to take over the phone line from BT. I was then informed that the phone line couldn't go active until Virgin had transferred my old number to Sky, which was to take more than 2 weeks.

It seems that both these problems could have been solved much quicker, and the delays are only in place primarily to act as a barrier to switching provider.

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. In our experience there was an inexplicable amount of hassle, mostly arising from a lack of timely communication between the providers and myself, which resulted in having to waste time chasing up customer services.

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 providers all advertise switching as a very simple process, without regard to the fact that switching seems to take at least 2-3 weeks. In my case it has been almost a month (and counting, it is due to be sorted in 11 days). They present a situation where any saving made by switching is unlikely to be worth the time you'd go without phone/broadband.

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, for the reasons same reasons as in question 2.

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.:

I haven't personally experienced this so I cannot comment.

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.:

Certainly, as outlined in my previous comments.

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.:

A more universal service for residential would be nice - providers being able to provide the service they advertise everywhere. For example, the issue with broadband speeds being far lower than advertised unless you happen to live in central London (or similar).

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

I haven't had time to read your analyses, I merely wanted to present my general views on the topic, so I will leave the remaining questions.

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?: