

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.:**

Yes it is a key competitive issue. The technical and logistical barriers prevent easy switching thus making it difficult to take advantage of best rates and/or services on the market.

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. Procedures for how to switch are not advertised freely by the service provider.

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.

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.:

Continuity of service is absolutely key as nowadays the internet is used for a significant part of my daily communications needs.

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.:

I have no evidence one way or the other that suppliers deliberately obstruct switching.

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.:

Save activity by the supplier is reasonable and understandable as long as it is not used as an obstruction mechanism.

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.:

Apart from the usual issues around switching i think that the non-transferrability of email addresses is a key disabler as the use of the address eventually becomes so deeply embedded in your everyday dealings with other third parties (ie it is often used to identify you)

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

Don't know

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

Don't know

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

No opinion

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

No opinion

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

No opinion

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

No opinion

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

No opinion

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

No opinion

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

No opinion

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