

**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:**

My elderly aunt aged 87 was mugged in the street and went to the Post Office to replace her passport. While there she was persuaded to switch to Post Office Home Phones from around 60 years with BT. She did so, but, because she unknowingly became the victim of a "failed cease" she ended up receiving two sets of bills. She did not understand that she was not supposed to be receiving two bills so paid them both. She then made herself indebted. When I intervened, the telephone company, in an attempt to circumvent my involvement, rang my aunt directly. They gave an incorrect date of birth and, in a panic, she requested termination

of the service. Without warning the service was terminated. My aunt was left incommunicado for 5 days until BT reinstated the line. I have spent hours emailing, speaking, and phoning on my aunt's behalf. I even contacted my local paper. Neither side will compensate her or admit that they were wrong. The issue of my compensation has not even been discussed. I am about to correspond demanding final resolution. I don't expect to receive a satisfactory answer. This matter has now been going on since early October.

**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.:**

Definitely. Not just the aggressive manner in which my aunt was approached to change service (elderly, vulnerable, passing through post office just to pick up a necessary document - my aunt's pension goes directly to her bank account so she does not normally need to make this trip). The letter warning my aunt that she was to be disconnected is dated on the day of the disconnection. We did, indeed, receive no warning.

**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.:**

Entirely agree. The concept of the 'failed cease' is childish and unbusinesslike. It is BT's way of holding other companies to ransom but also disadvantages the elderly, vulnerable customer. However Post Office home phones still had a responsibility to ensure my aunt's request for termination by BT at the outset did, in fact, result in termination. Instead two bills arrived without explanation. Neither company will refund or compensate.

**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.:**

Definitely. Just a statement from the two companies saying the process has gone through and their individual understanding of what should happen next (You should now cease to receive bills from your former provider. If you do, please contact us immediately).

**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.:**

Definitely. My aunt is 87 and she had recently been unwell. You can see that I am a doctor. I needed constant and rapid contact with my aunt and, for five days, did not have this. You try teaching an 87 year old how to use a mobile phone for the first time! I do not live close to her. It was disgusting.

**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.:**

Definitely. The failed cease. What is that? BT has all the power. The customer has none.

**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.:**

I don't understand this question.

**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?:**

Please would you kindly direct me to these issues. I have been directed straight here by a consumer website and don't want to come off this section before my answer is submitted.  
Thank you.