

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?:

My name and any other personal identifiers.

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:

**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 hassle is a huge issue that urgently needs to be reviewed.

From a consumer point of view - the hassle and risks in changing email address mean that many of us are forced to stick with poor quality internet and email providers.

We are effectively held prisoner by the industries refusal to allow email address to be portable when switching ISP - just as you can already do with mobile phones and landlines.

To be fair BT are one company that do provide this facility to their customers - which shows that it is technologically possible. It can only be concluded that the refusal of other ISP to provide such a portable email facility is a corporate policy that amounts to anti competitive behaviour.

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 - its not clear that email address will have to change. This is all extremely confusing for many consumers.

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.:

Most definately - see above for reasons.

Clarity is a product of openness and transparency - sadly this is something that many ISPs lack.

In fact many ISPs despite being in the communications industry seem totally unable to communicate clearly with their customers and/or potential customers.

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.:

Yes - any break in continuity of service has huge implications, especially as more individuals have more of their business, home finances, social and family arrangements all done electronically - any blip in service has huge implications for disruption.

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.:

Most definately. It appears to us consumers that many of them are deliberately doing this - which must surely be anti competitive behaviour.

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.:

Yes. If its important to consumers then it must be addressed.

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.:

All Email addresses must be portable to facilitate ease of switching. This must include all current as well as future email addresses.

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?: