

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 definitely. The hassle is massive. We have changed twice over the years and really the provider we have now (Sky) their broadband speed is poor and comes nowhere near what the advert states.

Each time (from BT to Tiscali and Tiscali to Sky) each new provider stated that the changeover would only take a few hours. In reality each took 21 days, when we complained each time they stated that was the norm to get the changeover completed.

We now have Sky and they state the broadband speed is an average of 5.2mb, they advertise UP to 10mb, in reality we get 1.2mb and it is usually under this. WE EVEN have to pay extra apparently because we live too far away from the telephone exchange. We live approximately 3.5 miles from the exchange.

We do not think we get a good service. We are on a bundle package with telephone, TV and broadband but we do not get value for money.

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.:

As the above reason, it takes too long to get service during the switch over. 21 days as opposed to their glib jargon of only a few hours.

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, again as above. When the sales team state it will take a few hours when it really takes far longer and 21 in our case (twice)

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.:

Agree, we have had the old company still taking their monthly direct debit even when the service was discontinued. The hassle trying to get my money back is also a pain. Plus the time & cost taken on the many phone calls.

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.:

Without a doubt, the nonsense from adverts and sales teams promises etc., is abominable.

Again as above, the time factor to switch and the promises made for the short time of loss of service during switchover is pure and utter lies to gain your money.

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.:

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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.:

Again as above. the switchover shouldn't take any time, if the equipment in the telephone exchanges exist for me and other customers then it should just be swopped over for the providers.

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

Yes I fully support it.

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

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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.:

Yes, using my own experiences and the similar experiences our friends and family.

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?: