

**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:**

Yes

**Additional comments:**

I find this process difficult to navigate and not conducive to feedback. I didn't realise until Q9 that there was something else I should have read first. You should be making it easy for people to come forward, not tortuous.

**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, especially when changing between networks, e.g. ADSL to Cable.

**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. It is particularly unclear how one changes between the ADSL based broadband different networks. Charges are also placed on those, for example, changing from BT to Virgin. There should be a single process for this and charges should not be borne by the customer.

**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. Providers are unclear about exactly when they will impose cessation charges. Fair use policies are also not clearly stated, e.g. look through BT's Terms and conditions and they will not specify which usage limits they impose of their "unlimited" broadband (it's 300GB, but it took a lengthy forum search to find that). The very use of the term "unlimited" is distinctly suspect.

**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. It's technology, things go wrong, but there should be very clearly stated, mandatory and automatic penalties. I recently had a 2 day outage on broadband but have not had any compensation for that. I don't know who I would ask to get it.

**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.:**

Yes, especially when they charge for switching between certain networks and not others. For example, BT will charge a cessation fee if you go to a network which does not use the MAC process. This is clearly meant as a disincentive to switching away from ADSL. The fee was introduced a few years ago and keeps increasing well above inflation. In 2009 it increased by 38%, in 2010 it will increase by 25%. I can provide the notification emails if you require them.

**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 know what you mean by "save activity". Please remember that you're talking to mere mortals here and use jargon-free English.

**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.:**

Cessation Charges. It is outrageous that they are imposed at all, but their obscure implementation acts as a competitive disincentive. If someone, for example, finds that ADSL does not suit their needs they should not have to pay to leave it.

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

I haven't seen your analysis of switching costs. To me they should represent overhead of running a system and should not be passed on to the customer in that form.

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

Not seen it

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

Not seen it

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

Not seen them

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

Not seen them

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

Not seen it

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

Not seen it

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

Not seen them

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

Not seen them