

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:

The following responses are based on my experience of switching from Tiscali (TalkTalk) to BT this summer.

**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 - I was surprised that "gaining-provider led" switching was not already the norm as in the gas and electricity industries. Having to call customer services to request the MAC involved waiting in a queue for my call to be answered, which meant I had to try several times as I did not have time to be left on hold. Although the MAC code was provided very quickly, I then had to pass it on to the new provider. The hassle to the consumer outweighs the risk of slamming in my view.

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.:

The instructions provided by my new provider were clear, but more complicated than I had expected. If the benefits of switching had been less I might well have given up at that point.

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 - simplifying the switching process will lead to clarity and remove the existing barrier.

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 - I am not aware of any break in Broadband service during my recent switch, although I did have to reconfigure my modem. However my new provider did bill me for calls made before the date when they started to provide my landline service. The latter issue is unacceptable.

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 - although I did not experience this. My old provider was of course keen to try to talk me out of my decision when I called for the MAC. Moving to a GPL process would remove this.

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.:

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.:

After switching, I was sent a final statement of account by my old provider, showing that I was in credit for a fraction of a month's service charge. I was astonished to read in the small print "If your account is now in credit please contact Customer Services on 0871 222

3311 [not a free number] to arrange a refund." So I called them and after repeating the usual name, address and phone number details they seemed unaware of the statement, but took notes and then asked whether I would like to be refunded using the direct debit I had set up. A week or so later I received a letter stating that the amount would be refunded by direct debit, or if that failed they would send a cheque. Why did they need to make me jump through those hoops? Of course I want the refund, and if I have set up a direct debit that is the most obvious way to do it, and if I had cancelled it too soon then a cheque is fine. They have wasted my time and money, and it has cost them with extra administration. Clearly it is worth their while to do it this way because many people will not bother to claim for a relatively small amount. But it is a sharp practice that should be stopped.

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?:

Yes.

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?: