

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, because as a Virgin Media Customer I only have the option of switching to BT or I have to pay to have an active BT line installed and only a few companies will provide this and their prices differ astronomically

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, because websites and also company advertising do not add in the whole cost of switching from one provider to another or all the steps required to take, If they do show the details it is often too complicated to understand clearly

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.:

Every step should be clearly explained, the delays in switch over, the cost of bills and also to cost of having lines installed

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, many people can not manage to run their daily lives without regular access to the internet, such as people who run a business from home. If we are not happy with our current provider and switch to another we have to ensure we have the funds for a double bill to prevent a time of going offline, whilst also having to ensure that we are able to pay for a month in advance for services making switching an unaffordable option for many

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.:

With certain companies yes.

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.:

If at all possible the cost of switching from Virgin Media to say BT for the same service there is a £20 jump in price, but in order to switch to a cheaper provider you would have to use BT for up to a year or you could pay BT over £100 to get an active line installed so you can choose which ever company you want.

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?: