

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.:**

Hassle can be an important aspect, however for myself this is not really a problem.

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.:

There is not nearly enough information available. For instance I only found out that the reason an ISP was offering me a high price was because my telephone exchange has still not been upgraded, so most companies were charging me at least £9 extra per month as they were renting the line from BT instead of using their own equipment. Several companies failed to tell me this, it was not until i spoke to o2 that this was clarified.

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.:

I think more information is needed on the process and believe companies should be made to better explain their prices and terms for their products.

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.:

As far as i am aware, our current provider (BT) will carry on the contract, but they will contact us beforehand, so i do not see this as an issue.

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.:

no

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.:

no

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.:

As far as i am aware, all broadband exchanges should have been upgraded a year ago. I believe the governments messing around with trying to work out who should pay for the upgrades simply accomplished nothing more than providers sitting on the back bench. I have therefore, as a result been forced to use BT, as no other provider can truly offer us their broadband. I find this very disconcerting as a consumer at the power BT has in this situation.

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

Switching costs are not truly a problem for most people, having recently switched broadband we incurred no costs in switching.

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.:

-

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.:

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

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

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