

**Title:**

Mr

**Forename:**

**Surname:**

Samy

**Representing:**

Self

**Organisation (if applicable):**

**Email:**

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**What do you want Ofcom to keep confidential?:**

Keep nothing 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.:**

The single biggest issue facing most non-cable customers, e.g. talktalk, from switching telecomms supplier is the fact that you must first switch back to BT before switching again to your chosen supplier.

Evidence : just read the terms and conditions of any non-cable suppliers terms and conditions.

**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.:**

No. It's clear enough, just too much hassle.

**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.:**

No. Focus on the mechanisms. If you switch gas or electricity supplier there's no "transitory" move to anybody else. You just sign-up, give meter readings when asked, and there you go ! Telecomms should be the same.

**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. As an ex-telecoms engineer I have no idea why, but when I switched from BT to TalkTalk I had all sorts of technical problems which took months to fix, including no service for periods of time.

**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.:**

Maybe. Being forced to go back to BT is to all intents and purposes "frustration",.

**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.:**

Dont understand this question.

**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.:**

No comment.

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

No comment.

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

Dont understand this question.

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

No comment.

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

No comment.

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

No comment.

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

No comment.

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

No comment.

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

No comment.

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

Partly - if it also addresses my primary point at question 1.