

From: Rohan Smith [mailto:rohan@rosmith.freeseve.co.uk]
Sent: 12 September 2010 09:40
To: Consumer Switching
Subject: Comment re: Strategic review of consumer switching

Dear sir or madam,

May I request that one area is given consideration within the strategic review of consumers' experiences of switching broadband providers.

I notice that many providers require a minimum term of 12 months, though some are specifying this is 18 months. Clearly this is prohibitive to switching providers when the service is found to be lacking, or the product is uncompetitive.

For example one could find their ADSL download speed is 2Mbps despite an advertised "up to 24Mbps". Feasibly the ISP could lock the individual in to a contract for the next year and a half causing them to pay a higher monthly charge for the same service that they could receive elsewhere.

As some providers such as Plus Net are able to offer rolling monthly contracts, why can this not be made the norm? It's not as if there is any outlay in terms of additional infrastructure for the ISP.

Kind regards

Mr R Smith