

**Title:**

Mr

**Forename:**

George

**Surname:**

Thompson

**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:**

the big providers whom we should have faith in supporting the customer seems to have a free hand to do whatever they choose without the customers knowledge dirty tricks etc.

**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 we where with bt broadband and phone and my wife still to this day gets hassle we just finished an 18 month contract and was given a better deal with another provider but was then told by bt we still where in ciontract but we had givin bt plenty of notice before we switched they even charged us for the free home hub my wife whom is very ill with aplastic aniemia has spent the last few months in hospital and afterr the hassle last week from bt she is back in hospital not good srevice at all

**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 bt has a rolling contract that they dont make clear to the customer

**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 it should be explained in full to the customer before signing a contract with full clarity

**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 bt has the customer fooled to what they pay with extra bills for updating the service while making the unsuspecting customer foot large bills

**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.:**

bt customer service and i state some not all are not very helpfull and whom cant tell the truth to the customer

**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.:**

yes the monthly bill should be all what you pay not all the hidden not shown extras that is not what the customer signed up to

**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.:**

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

if you get offered a better price for the same or better service there should not be a changing over fee

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

yes in this day and age most people would like to have hassle free billing without hidden charges

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

its to difficult to switch for most people when bt surprises the customer with rolling contracts to keep them locked into their contract even tho the contract has expired

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

yes anything that gives customer satisfaction

**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.:**

i expect to pay what is printed on the contract not a penny more we got extra bills from bt that run into big money not justified

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

yes make it easier for the customer the choose whats right for them not the provider whom just wants to empty the customers pocket