

Title:

Mr

Forename:

Jon

Surname:

Ward

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:

Yes

Additional comments:

Residential consumer, previously with BT for phone and broadband, switched to BT/Pipex, TalkTalk (line, phone & broadband), and recently returned to BT.

**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, I think hassle is a key issue that should be tackled. Having just switched from TalkTalk to BT, it was a choice made only because BT was the only provider that didn't charge for the line switch.

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.:

The need for MAC codes presents problems because people are reluctant to have to explain why they want to move to a pushy sales person, and further reluctant to venture into unknown territory if not familiar with the concept of MAC codes.

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 do think the process should be placed on the new provider, after all, if they want the custom they can do the foot work. Moving banks, gas, electric is fairly easy compared to telephony services.

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.:

Continuity is important in this age of communication, no one could imagine being without electricity for a week or two while switching providers. Not a key issue, but should be linked to the package of seamless moving.

My recent move from TalkTalk to BT was straight forward, however when I moved from BT/Pipex to TalkTalk the plug was pulled by BT/Pipex a week earlier than the 'go live' date supplied by TT (and then it was a few days late!).

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.:

Not a key issue, but one which is used. Attempting to get a MAC code from TalkTalk years previously was difficult (department switching) and mildly pushy to the point of me feeling guilty!

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.:

Not aware of.

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.:

Experience related to residential only.

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

No opinion.

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

No opinion.

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 opinion.

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

Yes, there is a serious need to make switching easier for the consumer.

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

Yes.

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.:

Ultimately the consumer pays somewhere, and you only get what you pay for. Downward pressure should help keep such costs to a minimum, particularly when the movement between providers becomes easier. It is worth noting that even with easier switching, a large proportion of consumers stay with the company they know, even though others provide either better service or value for money (as happens with BG or e-on, for example.)

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

Fully.