

Title:

Mr

Forename:

Stephen

Surname:

Williams

Representing:

Self

Organisation (if applicable):

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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:

My single biggest problem with broadband is this: I switched to Tiscali something like 5 years ago, and at no time was it explained to me that 'LLU' meant I no longer had a BT Line. No physical work was undertaken at my home, there was no evidence that I was now on a physical, separate network. Until, that is, I subsequently tried to switch provider, and found to my dismay that I can't automatically, as I don't have a BT compatible line. Part of my problem is that I don't understand this - as I said, no physical work was done at my house, so

what about my line is no longer 'BT', when it once was? However, the cost of having a BT line 'installed' (at the exchange) has been quoted as much as £100, negating any kind of saving I could make by moving. Essentially, I'm now tied to Talk Talk (previously Tiscali), as I'm sure many others consumers are - when the implications of taking broadband with them in the first place were never fully explained.

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. While I am capable of dealing with hassle myself, I think we should do everything we can to protect those who are perhaps less capable, or a bit more gullible. All broadband providers should be expected to act responsibly.

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, I think the process is OK, and I think there has been movement in the market recently with more providers offering assistance and guidance on how to switch. Also, frankly if you have broadband, you have the internet - five minutes 'research' via Google should tell you all you need to know.

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.:

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.:

Absolutely. There is no excuse for breaks in service, and, where people work from home (as my wife does), the impact of this can be large and costly. Equally, double-billing should be incredibly easy to resolve - one provider provides service one day, another the next, billing should mirror this appropriately. It's not rocket science!

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.:

Yes. For example, my parents recently started the process to switch provider. They called Talk Talk for their mac code, went through the security process, and then were told that the mac code would be posted out within 5-10 working days. Why wasn't it provided over the phone, as identity was confirmed? Equally, when asked why it couldn't be emailed to my parents existing Talk Talk email address (surely no possibility of 'fraud' there?), the pat reply was 'blah blah process, blah blah systems, blah.' It's ridiculous, and just one example of how providers do everything they can to frustrate consumers and make the process far more difficult than it has to be.

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.:

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.:

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

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.:

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

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