

Dear Sir/Madam,

I am writing to voice my opinion on your consultation titled: Fair treatment and easier switching for broadband and mobile customers.

I have been a customer with Three for many years, but have previously had to deal with a carrier lock on a handset I bought off eBay. The phone was locked to Vodafone and the previous contract had finished but when asked about unlocking the handset for use with any carrier network, Vodafone insisted that the only means of switching was by buying a Pay-as-you-go SIM with a top-up to activate the SIM, as well as have the SIM active for at least one month. This frustrated me since I had to pay for both my Three contract for a month, which was unusable due to my new handset being locked and my old one sold, as well as expensive due to the nature of Pay-as-you-go. This seemed like a lengthy process that could be avoided if the handset unlocked by default at the end of the contract, or better still at the start. I understand however the need for locking the handset due to fraudulent acts with 'lost or stolen' devices where in fact the device was sold on and the customer received the same phone and a tidy sum of cash.

Therefore, at the bare minimum, I would like to vouch for handset to be unlocked after the final payment has been made so the next owner of the handset wouldn't need to worry about the network compatibility of the device. This would have helped me immensely when unlocking my handset.

Many thanks,

George Nick Gorzynski