

Your response

Question	Your response
Question 1: Do you agree with our proposed changes and additions to the defined terms used in the GCs in order to align with the EECC, as set out in Annex 11?	Y
Question 2: Do you agree with our proposed changes to the GCs to implement Article 102, as set out at Annexes 11 and 16?	Y
Question 3: Do you agree with our proposed guidance in Annex 6 on our expectations for how providers should comply with the provision of contract information and the contract summary?	Y
Question 4: Do you agree with our proposed changes to the GCs to implement Article 103 and our proposed approach to implementing Article 104, as set out in Annex 11?	Y
Question 5: Do you agree with our proposed changes to the GCs to implement the requirements in Article 105, as set out in Annex 12?	Y
Question 6: Do you agree with our proposed changes to the existing guidance as summarised here and set out in Annex 7?	Y
Question 7: Do you support our proposals to introduce (a) new general switching requirements for all types of switches for residential and business customers and (b) specific switching requirements on information, consent, compensation and notice period charges for residential customers?	Y
Question 8: Do you support our proposed guidance in Annex 8 on compensation for residential customers?	Y
Question 9: Do you agree with our assessment that device locking can deter customers from switching and cause customer harm?	Y
Question 10: Do you agree with our assessment of the effectiveness in reducing the consumer harm that can result from	Y

device locking and the impact on providers of Options 1 and 2?	
Question 11: Do you agree with our proposal to prohibit the sale of locked mobile devices?	Y
Question 12: Do you agree that we should protect customers by issuing guidance on our proposed approach when considering the case for enforcement action against non-coterminous linked contracts?	Y
Question 13: Do you agree with our proposed guidance in Annex 9 which sets out our proposed approach to assessing whether certain types of non-coterminous linked contracts are likely to act as a disincentive to switch?	Y
Question 14: Do you agree with our proposal to mandate emergency video relay for emergency communications to be accessed by end-users who use BSL?	Y
Question 15: Do you agree with our proposal that the obligation to provide emergency video relay free to end-users should be imposed on regulated firms that provide internet access services or number-based interpersonal communications services?	Y
Question 16: Do you have any comments on our proposed approval criteria for emergency video relay services, or the proposed approval process?	Y
Question 17: Do you agree with our proposal to a) extend the current requirement to cover the other specified communications i.e. any communication (except marketing) that relates to a customer's communication service, and b) extend the GC so that any customer who cannot access communications due to their disability should also benefit from accessible formats? When answering please provide evidence of any benefits or costs.	<p>Y</p> <p>There is one consideration, which came up, during a holiday in rural Wales. Even though my wife and I have two separate providers for mobile services arising out of a 'not-spot' at home for one service provider and a 'not-spot' at work for the other. We were unable in a Welsh village to get any mobile service as only a third provider's mast could be reached. While this might accept a 999 transfer call, it must also accept a disability call by other means. This area distribution of masts is an economic one, but there should be a requirement for any visible mast to accept and process both 999 and 101 calls. This should not incur any cost other than software updates at mast relays.</p>

Question 18: Do you agree that implementation by December 2020 is reasonable?	Y
Question 19: Do you agree with our proposed changes for implementing the requirements in Article 108 and Article 109 to reflect the differences between these EECC provisions and their predecessors in the Universal Service Directive?	Y

Please complete this form in full and return to EECCenduserrights@ofcom.org.uk or:

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