

Consultation response form

Please complete this form in full and return via email to improving.engagement@ofcom.org.uk or by post to:

Carmen To
Ofcom
Riverside House
2A Southwark Bridge Road
London SE1 9HA

Consultation title	Consultation on end-of-contract and out-of-contract notifications
Full name	Alex Pridding
Contact phone number	[X]
Representing (delete as appropriate)	Decision Technologies
Organisation name	Decision Technologies
Email address	[X]

Confidentiality

We ask for your contact details along with your response so that we can engage with you on this consultation. For further information about how Ofcom handles your personal information and your corresponding rights, see [Ofcom's General Privacy Statement](#).

Your details: We will keep your contact number and email address confidential. Is there anything else you want to keep confidential? Delete as appropriate.	No
Your response: Please indicate how much of your response you want to keep confidential. Delete as appropriate.	None
For confidential responses, can Ofcom publish a reference to the contents of your response?	Yes

Your response

Question	Your response
Question 1: Do you agree with our assessment of harm relating to residential consumers and Small Businesses?	Confidential? – <input checked="" type="checkbox"/> / N
Question 2: Do you agree that providers should send both end-of-contract and out-of-contract notifications?	Confidential? – <input checked="" type="checkbox"/> / N
Question 3: Do you agree with our proposal that notifications should be sent to all residential and Small Business customers who take Public Electronic Communications Services?	Confidential? – <input checked="" type="checkbox"/> / N
Question 4: Do you agree with our proposals on the content of the end-of-contract notification?	Confidential? – <input checked="" type="checkbox"/> / N Broadly yes – it would be useful at this point to let the consumer know who manages the switching process and the options available to them
Question 5: Do you agree with our proposals on the structure, method, timing and frequency of the end-of-contract notification?	Confidential? – <input checked="" type="checkbox"/> / N It would be pertinent to test whether a shorter time period is more useful in helping consumers switch – please see the case study for this in the Energy space (as per email). Share best practices with Ofgem. It would also be useful to ask consumers the preferable length of time in which to receive this notification
Question 6: Do you agree with our proposals on the content of the out-of-contract notification?	Confidential? – <input checked="" type="checkbox"/> / N Yes – in relation to the proposed content (iii) it would be useful to point consumers to accredited avenues of comparison at this juncture so they can look at the best deals available and make an informed decision
Question 7: Do you agree with our proposals on the structure, method and frequency of the out-of-contract notification?	Confidential? – Y / N Same answer as q5
Question 8: Do you agree that our proposals are both effective and the minimum necessary to achieve our policy objectives?	Confidential? – <input checked="" type="checkbox"/> / N
Question 9: Do you agree with the impacts we identify, and the approach we take to quantify these impacts, in our assessment in Annex 6?	Confidential? – <input checked="" type="checkbox"/> / N
Question 10: Do you agree with our provisional assessment that the potential	Confidential? – <input checked="" type="checkbox"/> / N

costs for providers are not disproportionate in order to achieve our policy objectives?	
Question 11: Do you agree with our proposed implementation timescale for end-of-contract notifications and for the one-off notification to customers who are already outside of their minimum contract period?	Confidential? – Y / N We believe with the infrastructure outlined being in place and positive proposals in the consultation document Ofcom should be able to implement this quickly and the statement on this should be ahead of next March.
Question 12: Do you have any comments on the draft condition set out in Annex 9 to this document?	Confidential? – Y / N

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