

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	[X]
Contact phone number	
Representing (delete as appropriate)	Self
Organisation name	
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.	Your name
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?	

Your response

Question	Your response
Question 1: Do you agree with our assessment of harm relating to residential consumers and Small Businesses?	Y
Question 2: Do you agree that providers should send both end-of-contract and out-of-contract notifications?	Y
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?	Y
Question 4: Do you agree with our proposals on the content of the end-of-contract notification?	
Question 5: Do you agree with our proposals on the structure, method, timing and frequency of the end-of-contract notification?	Partly. I think the communications regarding broadband should be timed to coincide with how long it takes to sign up to a new offer. At the moment it takes about two weeks - so providers should email customers three weeks before the contract comes to an end. If it's too far in advance customers won't take action. If it's too close to the contract end, then customers will think that they've missed their opportunity to transfer.
Question 6: Do you agree with our proposals on the content of the out-of-contract notification?	
Question 7: Do you agree with our proposals on the structure, method and frequency of the out-of-contract notification?	
Question 8: Do you agree that our proposals are both effective and the minimum necessary to achieve our policy objectives?	
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?	
Question 10: Do you agree with our provisional assessment that the potential 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?	
Question 12: Do you have any comments on the draft condition set out in Annex 9 to this document?	

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