

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	Tim Roberson
Contact phone number	[X]
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.	Nothing
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
<p>Question 1: Do you agree with our assessment of harm relating to residential consumers and Small Businesses?</p>	<p>Confidential? – N. I am not clear that Ofcom has identified situations where multiple contract dates apply.</p> <p>I have a 12 month service contract with Virgin Media that terminates on 3 October 2018 with a discount that runs for 18 months and a 12 month advance line rental that runs to February 2019. I also have a VM hard drive (Tivo box) with saved content that would be lost if the contract were terminated. Finally I have a VM email address that also terminates if I leave VM. Interestingly, I still have a BT email address even though I have not been a customer for 8 years. Full contract details attached. More explanation in covering email.</p> <p>This type of contract is seriously anti-completive and would not be properly covered by the proposals. It does not appear in your researches the barrier to switching that it most certainly is.</p>
<p>Question 2: Do you agree that providers should send both end-of-contract and out-of-contract notifications?</p>	<p>Confidential? – N See above regarding multiple contract dates that in effect tie consumers in with heavy termination penalties that are seriously anti-completive</p>
<p>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?</p>	<p>Confidential? – N I agree entirely. There is no point in missing anyone out.</p>
<p>Question 4: Do you agree with our proposals on the content of the end-of-contract notification?</p>	<p>Confidential N Agree subject to qualification regarding multiple contract dates. See Q1.</p>
<p>Question 5: Do you agree with our proposals on the structure, method, timing and frequency of the end-of-contract notification?</p>	<p>Confidential? – N Agree subject to qualification regarding multiple contract dates. See Q1.</p>
<p>Question 6: Do you agree with our proposals on the content of the out-of-contract notification?</p>	<p>Confidential? – N. Agree subject to qualification regarding multiple contract dates. See Q1.</p>
<p>Question 7: Do you agree with our proposals on the structure, method and frequency of the out-of-contract notification?</p>	<p>Confidential? – N. Agree subject to qualification regarding multiple contract dates. See Q1.</p>
<p>Question 8: Do you agree that our proposals are both effective and the</p>	<p>Confidential? – No. Fails to deal with situations outlined. There is nothing in</p>

minimum necessary to achieve our policy objectives?	your research to suggest the situation outlined is even on your radar, much less addressed.
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? – N. The impact assessment does not consider strategies designed to obstruct switching in dual and triple pay contracts such as referred to at Q1.
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?	Confidential? – N. Agree costs are not disproportionate.
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? – N. No comment.
Question 12: Do you have any comments on the draft condition set out in Annex 9 to this document?	Confidential? – N. No comment.

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