

Hi,

I would like to make a comment regarding pricing practices.

<b>Consultation title</b>	Consultation on end-of-contract notifications and annual best tariff notifications, and proposed scope for a review of pricing practices in fixed broadband.
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**Comment:**

At the moment - when you reach the end of contract for Virgin Media broadband; You are not entitled to switch to their best pricing.

This best pricing is reserved for new customers only.

New customer pricing is only available 3 months after you completely end service (e.g. you need to move to a new provider for 3 months)

for example - as of Dec 17th 2018, Virgin offer new customers Vivid Broadband 200 for £35/month (£25 setup fee). Existing customers are charged £43/month.

I believe that the requirement to move to a new provider for 3 months places an unreasonable burden on consumers. Moving inevitably creates hassle, and a risk of losing service. This allows Virgin to perpetuate a loyalty penalty.

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I propose that companies should be required to offer new-customer pricing to any customer who has reached the end of their contract period.

thank you,

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