

Dear Sir,

Unfortunately I am unable to access .odt files, however I only have one comment to this consultation which I feel is relevant.

I do know that a lot of people are put off switching particularly if they have email with a particular provider. I do believe that switching broadband should be just as easy as switching your telephone provider where you can keep your number. So I do believe that when switching ISP then there should be the facility to retain your email address. I surely do not believe this is very difficult for any ISP to implement. Changing email address is an absolute pain.

Please take this into consideration

Kind Regards

Arthur Howard