

Rather than respond to your questions I would like to make a single point which is a key barrier to moving provider, email address portability. You have ensured mobile phone number portability. I believe that there is the same issue with email address but is more extensive. I and my wife have multiple contacts with key suppliers, Inland Revenue, our bank accounts, numerous shops let alone all personal friends. Whilst I am satisfied with the service from my current supplier I am paying a premium price. I am deterred from moving due to the disruption an email address change would make to my on-line life

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