

## Your response

Question	Your response
<p><b>Question 1:</b> Do you have any comments on Ofcom's proposed Work Plan for 2025/26?</p>	<p>Confidential? – N</p> <p>We are copying our response from last year as we feel the gaps we highlighted then continue to remain un-addressed and the matter of number porting has become even more critical in light of One Touch Switch requirements.</p> <p><b>Number portability</b></p> <p>We are once again disappointed to see no specific mention of this topic which remains a thorn in the side of the business focussed service provider. Especially when you consider that porting and switching are absolutely key to deliver the consumer benefits that Ofcom are keen to support.</p> <p>With a keen focus on Switching and the OTS process mandated for residential consumers it appears that little thought has been given to the underlying processes to implement the migrations or indeed the complexities of managing these processes when delivering business solutions as well.</p> <p><b>Common numbering database</b></p> <p>We are disappointed to see that there is no mention this year of a potential common database. Industry, via NICC, have put considerable effort into reviewing the benefits of such a solution and it seems that work is to be overlooked despite the obvious advantages it would add to our industry.</p> <p>Having first included a requirement for a CDB in Ofcom's plan of work 2022 we would encourage Ofcom to re-instate this to ensure it gets the attention it deserves.</p> <p><b>Business Champion</b></p> <p>Through our membership of CCUK and FCS we have expressed our support for a business champion within Ofcom. With so little consideration for the business market, and the unique value chain that sits behind that, we feel it would be of great benefit to industry if we were all properly represented during policy discussions.</p>

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	This need has been particularly evident during the ongoing work on Gaining Party Led switching which has seen the business community become an after-thought.

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