

Title:

Mr

Forename:

Eric

Surname:

Baker

Representing:

Self

Organisation (if applicable):

Email:

What additional details do you want to keep confidential?:

No

If you want part of your response kept confidential, which parts?:

Ofcom may publish a response summary:

Yes

I confirm that I have read the declaration:

Yes

Additional comments:

Question 1: Do you agree that current mobile switching processes impair the consumer switching experience through increased switching costs, coordination difficulties, loss of service, uncertainty of porting status or risks of unwanted save activity? What benefits do current processes deliver which would be difficult to achieve through alternative processes?:

No. Switching from Tesco to Giffgaff a while back worked very well. Current procedures are pretty resistant to slamming.

Question 2: What advantages and disadvantages could GPL switching processes offer, compared to current mobile switching processes? In

particular, how important is it to make it easier for consumers to switch without being required to speak to their current provider?:

Not at all important

Question 3: To what extent do you think the two options we have identified address the drawbacks with current processes we initially identified? Are there other options we should consider?:

Question 4: What mechanisms could these processes use to ensure that consumers are adequately verified, and protected from being switched without their consent or knowledge? What mechanisms could be employed for ensuring that consumers are adequately informed about the implications of their decision to switch? :

This is vital. At the very least the customer must be informed (eg by email) of the switch proposal in time to say "but I never asked for that - something bad is going on!"

Question 5: Do you have any comments on the indicative costs of the options we have considered in this document?:

Question 6: Do you have any other comments in relation to the matters set out in this consultation?:

Whatever the changes you bring in make sure that slamming is avoided by having the customer consulted in time to cancel a slamming attempt.