

Title:

Mr

Forename:

Gary

Surname:

Sawyer

Representing:

Organisation

Organisation (if applicable):

Email:

What additional details do you want to keep confidential?:

Keep organisation confidential

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:

I'm completing this on behalf of my organisation with a focus on how switching affects larger organisations with multiple connections with multiple providers.

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?:

The switching process isn't open and requires processing time not only on the provider but the requester too. However, this does give additional control and should help stop 'slamming' at least on an enterprise scale - If that ever happens.

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?:

For our organisation, we request the PAC but there's no discussion around why the account is closing or number moving away. Generally, this isn't a problem but we might need to know what the contract settlement cost is before we moved it. If GPL is used we'd need to be advised of any costs by the new provider and not have any commitment until we knew what that cost was.

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?:

The current solution gives customer control, the GPL less of a control for the customer and open to GPL considered changes. Maybe a tripartite system would work, NEW Provider seeks costs and PAC from CURRENT provider that would include tariff and charges details. CURRENT provider txts/email/speaks to phone owner (not user) to assess differences and options.

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? :

NEW Provider seeks costs and PAC from CURRENT provider that would include tariff and charges details. CURRENT provider txts/email/speaks to phone owner (not user) to assess differences and options. With organisations of large numbers perhaps the 'discussion' portion could be dropped as a strategy to move would have been discussed at a higher level or part of a tender.

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

Costs would be absorbed by the providers and is in their interest.

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