

**Title:**

Mr

**Forename:**

Jon

**Surname:**

Stock

**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?:**

The current process is more streamlined than it used to be, but is still complex. I am fairly technical, however for less technical people switching is confusing at best. Keeping your number can often deter people from switching networks, meaning competition is impaired and choice disrupted.

Switching networks is also costly, as while PACs are supposed to be provided free of charge,

early termination fees are charged when they are used or the remaining amount of the month is charged, meaning it is still costing. Lining up months so as to avoid double paying (or paying for a service you're not using) is hard, or practically impossible.

**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?:**

GPL switching is the ultimate answer. This offers customers the best solution on cost, simplicity and service. Current providers use the PAC process as an opportunity to prevent customers from leaving. Whilst this can give customers a better deal, it is often used to tie customers in for a few cheaper months, before reverting to a higher price later. Not giving current providers the opportunity may encourage them to offer better offers without prompting.

**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?:**

GPL addresses them, but I didn't notice any provision for users who cancel their contract, want to keep their number, but don't have/won't use a phone for the short term. It would be good to build in some provision for this: even if it is just forcing providers to go to PAYG for the short term if requested.

**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? :**

Pass!

General security questions should suffice. Emails/Texts/letters should be enough to let users know what's going on, and give them the option to cancel if they change their mind.

**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?:**