

Question 1: What are your views on the continued relevance of Ofcom's three-year strategic framework for its work in 2008/09?:

Question 2: What are your views on Ofcom's proposed policy work programme and top priority areas for 2008/09?:

Question 3: Are there new or additional areas in which Ofcom should consider reducing regulation and work to minimise administrative burdens? Please provide specific examples.:

Question 4: Are there additional areas of international policy development that Ofcom should be contributing to? Please provide specific examples.:

Additional comments:

Specifically regarding "Consumer Empowerment" eg 6.39 no mention is made of a barrier to switching Internet Service Providers - ie the need to change email address if the customer makes use of the providers domain (the default case). This can be overcome by making use of the services of an Email Hosting Provider (of which Simply Mail Solutions is only one of many) and customers having their own domain. It is recommended that Ofcom in its guidance and information on switching providers makes mention of the possibility of setting up email accounts with an Email Hosting Provider. Also by emphasising the role of domains Ofcom can additionally make clear that this also allows easy switching of Email Hosting Providers. See the following:

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