

Press Release

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Consumer Panel urges Ofcom to implement unified switching processes as quickly as possible

The Communications Consumer Panel is urging Ofcom to compress its review timetable of switching processes and implement unified processes as quickly as possible, it has said in response to the Ofcom *Strategic review of consumer switching*.

Consumer Panel Chair Anna Bradley said. “To ensure that consumers continue to receive a good deal in terms of quality, choice and value for money, we need Ofcom and industry to develop a switching regime that it is fit-for-purpose in five years’ time and beyond. Consumers will need to be able to switch bundles of communications services, such as landline, broadband and pay TV in a straightforward, hassle-free way. That means unifying existing switching processes and introducing processes where none exist already.”

She went on to say that: “We are calling for a clear decision now for all switching processes to become ‘gaining’ provider-led, which means less hassle for consumers as they only have to contact their new provider. We also want to see this decision implemented as quickly as possible and urge Ofcom to explore how the timetable could be compressed. Effective and unified switching process will be good for consumers and for the competitive health of the UK’s communications sector.”

Ends

CONTACTS

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NOTES TO EDITORS

The Communications Consumer Panel was established to advise Ofcom on the consumer interest in the markets it regulates. The Panel is independent and sets its own agenda. Visit www.communicationsconsumerpanel.org.uk for more information.

The Panel’s members appointed by Ofcom are:

- Anna Bradley (Chair)
- Fiona Ballantyne (member for Scotland)
- Colin Browne
- Roger Darlington (member for England)

- Maureen Edmondson (member for Northern Ireland)
- Bob Warner

The Communications Consumer Panel response to the Ofcom switching review can be viewed in full on our website at <http://www.communicationsconsumerpanel.org.uk/smartweb/consumer-protection/switching>