

Ofcom Revised Consumer Switching Process

Reason for changes

Ofcom have consulted industry with a view to harmonising the migration process:

- Switch quickly, conveniently and without loss of service
- Better information to customer on implications of switching
- Minimise loss of service when switching

“These changes should help consumers switch landline and broadband providers with greater ease, confidence and convenience.” - Ofcom

Summary of changes

Phase One – By 20th Sept 2014

- WLR & CPS
 - Improvements on Notification of Transfer communications
- Broadband
 - Gaining providers must obtain and store for 12 months a clear record of consent to switch from the consumer

Phase Two – By 20th June 2015

- Broadband only
 - Removal of MAC
 - Adopt the Gaining Provider Led migration process
 - Notification of Transfer communications

Phase One – 20th September 2014

WLR & CPS

- Revised Notification of Transfer communications
 - To include services directly/indirectly affected by migration
 - Gaining provider to include new service details in communications
 - Losing provider to confirm ceased service details in communications

Broadband

- Store records of consent
- Send out Gaining/Losing Notification of Transfer communications

Phase Two – 20th June 2015

- Broadband only
 - MAC will be replaced by Gaining Provider model
 - General conditions will be harmonised, some examples: