

SWITCHING OF MOBILE COMMUNICATIONS SERVICES

The new Ofcom ruling will take effect on 1st July 2019. This document summarises what you need to know.

Did you know that Ofcom are making it easier to switch mobile contracts?

In December 2017 Ofcom announced their decision to change the way that users switch mobile provider. The regulation, which comes into effect on 1st July 2019, will give clients the control over contact with their existing provider and make it quicker and easier for users to leave their incumbent mobile supplier.

What will this mean for the future of mobile switching?

Future buying decisions will be based around competitive pricing and service provision rather than apathy over the hassle that has historically been associated with changing providers. Ofcom have taken the decision to reform the switching of mobile services as they want to ensure that users do not experience unnecessary difficulties when switching and it is hoped that clients will have access to more favourable packages and deals as a result. This new ruling will also reduce the need for you to call your provider to request a unique switching code as mobile companies will have to provide a free text or online switching service. This means that you will not need to have any awkward conversations or risk being persuaded to stay with your current supplier!

What are the benefits?

One of the key benefits of this new ruling is that Ofcom have removed the requirement for users to pay for their old service during any notice period after a switch has occurred. This is a significant improvement, as in the past, clients were required to pay for any notice period (this can be anything up to 30 days). This will put an end to people paying for old and new services at the same time and it's thought that it will save UK mobile users around £10m in total each year.

How will the process work?

1. You decide that you want to change mobile providers therefore you request a unique switching code (PAC). This can be done by texting a free number, by going online or by calling your provider.
2. You receive the PAC code from your current provider as well as any relevant account details, such as any outstanding charges owed.
3. When you are ready to switch, you give the code to your new provider.
4. Your mobile service is switched from the next working day. The old service ends the same day, and there are no notice periods to pay.



WHAT NEXT?

The mobile switching reform is part of Ofcom's wider programme to help customers get the best from their phone.

Things to bear in mind:

- Once you have your PAC code from your incumbent supplier you can be switched as soon as the next working day or a specific day of your choice, regardless of whether you have a contract or pay-as-you-go phone
- The PAC code will be available for 30 days
- So long as you are out of contract you will not be charged for any notice period after the point of transfer to your new provider
- You will, however, still be charged early termination fees if you leave before the notice period of your existing contract
- Should you wish to negotiate a better deal it will still be possible to call your current provider

The reform will require mobile operators to make changes to their systems and will require a level of coordination between the different suppliers. If you would like advice on the best way to navigate the switch, our client support team are here to help.

Why choose BCR Associates?

With over 10 years' mobile experience and a dedicated Client Support team, BCR Associates is in an excellent position to offer all available mobile networks. This is because each network understands that we provide an extra level of outstanding customer service and our unique position means that we are

able to offer the best solution for whichever network you prefer.

We offer a series of integrated services that extend beyond the headline device and data bundle choices and adapt as your business evolves:

- Preferential rates for calls to your business mobiles
- Holistic approach to ensure risk, HR and business growth plans are incorporated into your chosen solution
- Fixed and/or mobile solutions that work with free calling across the entire voice estate
- Assurance and flexibility of working with a network operator that's also a systems integrator
- Improved administrative efficiency with the option of coterminous contracts throughout the portfolio
- Flexibility of SIM only subscriptions
- Proactive account management that helps maintain costs and improve service
- One bill for all services solution enabling us to keep an eye on costs and maximise your business profit
- Clients choose their preferred device with no restrictive conditions
- No automated messages, talk directly to your dedicated Client Support Manager