

Consultation response form

Consultation title	Ofcom's proposed Plan of Work 2024
Full name	[X]
Contact phone number	[X]
Representing (delete as appropriate)	Self
Organisation name	[X]
Email address	[X]

Your response

Question	Your response
Question 1: Do you have any comments on Ofcom's proposed Plan of Work 2024/25?	Confidential? – N

A lot of fine words in your plan. I trust you will truly keep to your word in all aspects. I notice this in your document: ***The Communications Act 2003 states that our principal duty in carrying out our functions is to further the interests of citizens in relation to communications matters and to further the interests of consumers in relevant markets, where appropriate by promoting competition.***

How about you start promoting competition by insisting that all ISP's allow consumers to keep their email address if they shift supplier. This would help citizens immensely by stopping the likes of Virgin Media cancelling email address after 90 days if a citizen switches to another provider. Which most definitely puts the elderly off as they have a massive problem changing all their email addresses. No this alone would be Ofcom actually having the interests of the elderly as a priority and improve equality and inclusion. But I suspect you will wriggle out of this simple but effective measure which is very sad.