

Public consultation on the draft BEREC report on best practices to facilitate switching

Run from 4 June to 2 July 2010

On the 4 June 2010 BEREC published a draft [BEREC report on best practices to facilitate switching](#) for public consultation. The main objective of the draft was to analyse the national conditions and practices in respect of facilitating switching between service providers and to demonstrate the most effective approaches to removing the obstacles to switching. Relevant academic literature and the European Consumer Markets Scoreboard findings on switching were also taken into account.

During the public consultation BEREC received 13 contributions from electronic communications operators and consumer protection organisations, as follows: [3 Group](#), [BEUC](#), [Communications Consumer Panel](#), [Danish Consumer Council](#), [ECTA](#), [KEPKA](#), [Mobile Challengers](#), [Orange France](#), [OTE](#), [Scottish & Southern Energy](#), [Telenet](#), [Vodafone](#) and [Wind Telecomunicazioni](#).

A summary of the contributions received, as well as information on how BEREC took them into account in its final report is presented in the [BEREC report of the consultation on the best practices to facilitate switching BoR \(10\)34](#).

The [outcome](#) from the whole process was a set of proposed best practice principles for NRAs to take into account when considering how to facilitate switching. The best practice principles relate to supporting a positive consumer experience (best practices 1 to 4) and to encouraging a positive impact on competition and welfare (best practices 5 and 6).

List of all documents related to the consultation

Reg. №	Document Title or Name of Contributor
Document subject to consultation:	
BoR (10) 34	Draft BEREC report on best practices to facilitate switching
List of all individual contribution received by BEREC:	
BoR PC03 (10) 01	3 Group
BoR PC03 (10) 02	BEUC
BoR PC03 (10) 03	Communications Consumer Panel
BoR PC03 (10) 04	Danish Consumer Council
BoR PC03 (10) 05	ECTA
BoR PC03 (10) 06	KEPKA
BoR PC03 (10) 07	Mobile Challengers
BoR PC03 (10) 08	Orange France
BoR PC03 (10) 09	OTE
BoR PC03 (10) 10	Scottish & Southern Energy
BoR PC03 (10) 11	Telenet
BoR PC03 (10) 12	Vodafone
BoR PC03 (10) 13	Wind Telecomunicazioni

Reg. №	Document Title or Name of Contributor
Documents approved by BEREC after the public consultation:	
BoR (10) 34 Rev1b	BEREC report of the consultation on the best practices to facilitate switching BoR (10)34
BoR (10) 34 rev.1	BEREC report on best practices to facilitate consumer switching
Other related documents:	
BoR PC03 (10) 14	History of the public consultation on the draft BEREC report on best practices to facilitate consumer switching

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