

Title:

Ms

Forename:

██████

Surname:

██████

Representing:

Organisation

Organisation (if applicable):

TSSE

Email:

██

What do you want Ofcom to keep confidential?:

Keep name confidential

If you want part of your response kept confidential, which parts?:

Ofcom may publish a response summary:

Yes

I confirm that I have read the declaration:

Yes

Ofcom should only publish this response after the consultation has ended:

You may publish my response on receipt

Question 1: Do you consider there are other options to tackle mis-selling in the mobile market we have not identified in our review?:

There could be sanctions for the actual retailers and not just the air time providers. You could also forge stronger links with local Trading Standards Departments to enable local action to be taken.

Question 2: Do you agree with our preferred option to tackle mis-selling? If not, please explain your preferred approach and reasons.:

It is a good place to start but again action also needs to be taken against retailers on a local level

Question 3: Do you consider there are other options to tackle issues with onerous/misleading cashback terms and conditions we have not identified in our review?:

The fines and notifications need to be strictly imposed so that due diligence is exercised at all time. There are also issues around distributors and retailers, what is the due diligence standard that will be applied? It will need to be fairly stringent for the air time providers to change their current methods and exercise more care when allowing other companies to sell their products

Question 4: Do you agree with our preferred option to tackle onerous/misleading cashback terms and conditions? If not, please explain your preferred approach and reasons.:

Yes but as previously stated i think work and time needs to be invested to work with local TS organisations, especially with the new CPRs coming in at the end of the month.

It could also be tackled from an education point of view, to educate consumers on deals that are too good to be true

Question 5: Do you consider there are other options to tackle issues with retailer insolvency we have not identified in our review?:

Question 6: Do you agree with our preferred option to tackle retailer insolvency? If not, please explain your preferred approach and reasons.:

Question 7: We would like to have your views on the proposals set out in Section 9:

- **Could you give an indication of the costs of keeping records for an additional 6 months?**
- **Do you think a confirmation letter would help in tackling mis-selling and cashback issues?**
- **What kind of information do you think such a letter should contain for it to be effective?**

- **For retailers selling services via telesales could you give us an indication of costs and time to implement this proposal?**
- **Could you give an indication of costs and the feasibility of the due diligence requirements, including the requirement where we propose all current independent retailers to be checked within 12 months from the GC coming into force?**
- **Could you give us your views on the proposed transition period of 2 months to implement the provisions of the GC?**