

Mrs B. Chamberlain

Question 1:Do you agree with the proposed distinction between citizen and consumer interests? : No

Question 2:Do you agree with Ofcom?s position on vulnerable consumers? : No far too weak, all consumers are vulnerable when they are at the mercy of big-business technical organisations and have no real choice (eg no packages include NGNs, organisations not compelled to publish geog nos with equal prominence to NGNs)

Question 3:Do you agree with the proposed high level objectives for consumer policy?: I feel that OFCOM continuously fails the consumer for heaven sake last time I looked it only published an NGN for itself!

Question 4:Do you agree that the proposed indicators provide an appropriate basis for monitoring consumer interests? Are there any other indicators which should be used? : Are customers happy? I don't know anyone who feels that OFCOM is doing its job of ensuring that consumers have real choice and are not the victims of scams by companies, and public sector organisations.

Question 5:Do you agree that Ofcom should publish an Annual Report on the Consumer Interest? : Yes if it would indicate the level of consumer DISSATISFACTION!

Question 6:Do you agree with the characteristics identified of effective consumer protection?: Probably not, I haven't got time to read all the consultations in detail, I just know that the way OFCOM does not work as I feel its primary objective should be to ensure fairness and clarity eg it is easy for EVERYONE, no matter how non-technical to know the cost of any call without masses of research and to ensure that what telecoms cos promise they deliver eg inclusive call packages should be just that. The ambiguity of NGN number pricing should be removed from the system.

Question 7:Do you agree with the assessment and priorities for rights and regulations?: No, weighted in favour of telecoms cos not users

Question 8:Do you agree with the assessment and priorities regarding consumers? awareness?: Even reasonably aware consumers find the whole thing confusing, even most of the companies eg using NGNs are unaware of the costs to their consumers/clients or the rules governing use.

Question 9:Do you agree with the assessment and priorities regarding complaints handling and redress?: No, OFCOM should have and use powers to COMPEL telecom cos to put the customer first regardless of business factors

Question 10:Do you agree with the assessment and priorities regarding monitoring and enforcement?: No, far too weak, when did OFCOM last take serious action against a telecom co that actually resulted in that co mending its ways?

Question 11:Do you agree with Ofcom?s approach to the provision of consumer information?: No, what info? I have to search high and low to find price info, relying

on emails which take days to be answered because so many of these organisations including OFCOM use NGNs.

Question 12: Do you agree with Ofcom's conclusion on consumer awareness of suppliers and services?: No, consumers find it far too time consuming and complicated to obtain info.

Question 13: Which of the options on comparative price information, if any, do you favour? Are there other options Ofcom should consider?: Pricing should be basic, simple and freely available before a call is started/dialled.

Question 14: What is your opinion about the ideas for generating awareness of price comparison information?: It should be totally transparent even to an idiot.

Question 15: Do you agree with our proposed approach regarding the Quality of Service initiatives?: Meaningless twaddle, like all these jargon things churned out by government.

Question 16: Do you agree with our proposed regarding switching processes?: Too complicated to understand

Additional Comments: I feel totally betrayed by OFCOM. I have an inclusive package which of course excludes NGNs which are increasingly used, to my mind in theft mode, by companies and organisations. This is particularly invidious in "lock in" situations where the consumer has no choice eg govt/local govt/health etc.