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Dear Jess,

Revising the penalty guidelines

TalkTalk Group has reviewed Ofcom's consultation document setting out the proposed revisions to the penalty guidelines. We agree with Ofcom that deterrence should be the central objective of Ofcom's practice of imposing penalties for infringements of regulatory obligations and believe the draft penalty guidelines set out all the relevant factors that Ofcom should take into account in determining the level of a penalty.

Yours sincerely,

Rickard Granberg
Head of Telecoms Regulation