

I fully support your proposals to allow consumers to exit fixed term contract where the supplier changes the primary terms of a contract by increasing the price. Customers when selecting a supplier will look at price, period and then service. Even if the contract allows price increases (which it shouldn't) these should be limited to CPI or RPI or inflation.

For example Virgin Media have recently announced price increases which will increase my monthly payment by 10%. As I am tied into a fixed term contract I am unable to end the contract and have no option but to pay the increase until my contract expires.

The practice of attracting customers with one price and then increasing it during the period of the contract is misleading and simply unacceptable.

I hope this is helpful.