

**Title:**

Mr

**Forename:**

Mohammed

**Surname:**

Patel

**Representing:**

Self

**Organisation (if applicable):**

**Email:**

**What additional details do you want to keep confidential?:**

No

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

**Ofcom may publish a response summary:**

No

**I confirm that I have read the declaration:**

Yes

**Additional comments:**

**Response to Bills and contracts in accessible formats::**

**Response to Extending priority fault repair to include broadband::**

**Response to Safeguard scheme for disabled users: third party bill management::**

**Response to Safeguard scheme for disabled users: third party fault notification ::**

**Response to A duty on Communications Providers to regularly inform disabled subscribers of details of products and services suitable for them::**

I believe there is a genuine duty on all 0845 etc numbers to display this number somewhere on documents. I regularly look for these numbers and have great difficulties finding them. particular on web site. As a lot of disabled people are on the poverty line, and thus try to save money by using inclusive packages that these number are exempt from. I would like to see the provision of this information as required in a code of practise to be clearly identified.