

**Title:**

Please select

**Forename:**

\*\*\*\*

**Surname:**

\*\*\*\*\*

**Representing:**

Self

**Organisation (if applicable):**

**Email:**

**What do you want Ofcom to keep 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

**Your comments:**

Problem: When a mobile phone contract comes to an end the provider transfers the customer onto a standard, inevitably more expensive tariff, without notifying the customer that their contract is about to expire or offer them choices. When challenged they claim it is too complicated or not their responsibility to do this, even though they send daily advertising texts to those same customers. And technically, since the time limited contract has expired, why not cut off the phone? Hence, the company is responsible for causing possible hardship to its customers, or not! If there was competition between companies, the customer friendly ones would keep more customers, but they act like a monopoly and all do it.

Solution: Make it mandatory for companies to notify their customers of the end of a contract and prevent them from charging a higher tariff without properly negotiating a new contract. (My tariff went up 250% for three months before I realised and contacted them, and surprise surprise, they had an offer for me to pay the same under a new contract, but no refund for the overpayment). It's a scam! Rip off Britain! Whatever!