

**Title:**

Mr

**Forename:**

Andy

**Surname:**

Clifton

**Representing:**

Self

**Organisation (if applicable):**

**Email:**

**What do you want Ofcom to keep confidential?:**

Keep nothing 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:**

Yes

**Question 1: Do you agree that it is helpful and appropriate for Ofcom to issue guidance on the application of the Regulations to consumer contracts for communications services?:**

Absolutely, it is strongly viewed that independent agencies such as ofcom do not get involved enough in protecting consumers from companies whose main aim is profit not service.

**Question 2: Do you agree with Ofcom's proposed guidance regarding core terms and transparency?:**

I agree that in order for ofcom to police the market effectively they must propose guidance by whicjh companies can be held accountable

**Question 3: Do you agree with Ofcom's proposed guidance (including any administrative thresholds we have set) on non-core terms to which we apply the test of fairness?:**

Yes, I would hope that guidance could be made a stronger term though as companies will see it just as guidance to be skirted around rather than adhered to.

**Question 4: Are there any other issues that are covered by the Regulations which Ofcom should give guidance on?:**

Yes, the practice of free calls ending after 60 minutes - if a call is free time should not be a limiting factor, the very small print containing details of 'connection charges per call' Virgin Media are good at this one.

**Additional comments:**