

**Title:**

Mr

**Forename:**

A

**Surname:**

Gayle

**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:**

You may publish my response on receipt

**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?:**

Yes, even with OFCOM's support, the end customer still experiences some ill-treatment, without OFCOM we surely would be doomed.

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

yes, all telecoms services and costs should be transparent.

**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?:**

not totally. Where the regulation of competition is mentioned, I fear that an assumption of true competition existing is being made. Many of the changes OFCOM has enforced have only come about due to enforcement. Operators have not minded customers being over charged for calls/services when the competition is doing the same..

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

Accuracy of billing.

My need for itemised billing is due to my not being able to trust my operators billing system (Orange) as I have encountered many 'strange' items on my bills, of which Orange has had to refund.

So, having to review my bill due to inaccurate bills, is one thing, but obviously I must pay for this.

If I could trust the bills, I could stop receiving itemised bills....

**Additional comments:**

Also, I think OFCOM should force all operators to issue written terms for their customers, as at present, not all terms (i.e the cost to call certain UK number prefix's (Jersey, IOM for example), are accessible/explicit by/to the customer at all, or when the terms change)

I think Direct Debit (DD) charges should be scrapped where the customer pays by other efficient means.

I have been paying my bills by phone, then internet banking (BACS transfer in effect) since about 2001. I have been paying for non-DD charges to Orange and BT for all or most of that time. This is not fair as my paying by BACS or standing order is virtually the same and as direct as DD as far as the operator is concerned.