

**Title:**

Mr

**Forename:**

Anthony

**Surname:**

Booth

**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.

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

Yes.

**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.

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

No.

**Additional comments:**

My concern and irritation is purely with BT's non-DD payment charge, which is outrageous. I object strongly to being charged for paying BT in the same manner as I have done for many years. The charge is totally unjustifiable and smacks of a grandiose attitude towards their customers, the public. I agree with their right to introduce an incentive (by way of a discount) to those they wish to encourage to pay by a certain method, but this is a CHARGE - not an incentive. I also find it hard to understand how it can cost £4.50 to accept an online payment from my account to theirs. I don't believe they can justify the charge at all - and they certainly refuse to do so when I ask them. I have been with BT many years and this issue will certainly be the breaking point for me. They deserve to sink without trace - and I will have no sympathy whatsoever when that happens, other than for their unfortunate workforce who I am sure they treat with similar contempt as they do their customers.