

Title:

Mr

Forename:

Ian

Surname:

Campbell

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, although it should go further

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, although it should go further

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

Yes. BT still charged me the payment processing fee of £1.50 per month even though I had paid by direct debit. BT has now admitted this and has promised a refund, retrospective to cover any of my previous bills that also carried the improper processing fee. The Ofcom report and guidance entirely fails to deal with this improper charging by BT.

Additional comments: