

**Title:**

Mr

**Forename:**

chris

**Surname:**

crowley

**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?:**

Havent read them where what are they!

**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?:**

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

**Additional comments:**

Yes you should stop BT ripping off people who pay quarterly by concocting a special profit making company purely to overcharge people (especially pensioners ) Having to pay an extra charge to pay a bill is absolutely outrageous (and Illegal) .these charges are orders of magnitude higher than the actual cost (I know because I spent years setting up automated billing sytems).