

**Title:**

Mr

**Forename:**

Ryan

**Surname:**

Cullen

**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?:**

Feel that charging for non-direct debit payments on the grounds that you pay later is unfair. Those who don't pay on time already have late fees, whilst those who do pay are being penalised.

Whilst I understand why companies extend contracts when moving houses, there should be a reasonable exit clauses / release fees if you don't want to take up their services at the new address. Example moving from a Virgin Media cable area with broadband and tv, to a non-cabled area can result in a new contract where you get even slower internet, and freeview box and are actually charged more.

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

None

**Additional comments:**

None