

Title:

Mr

Forename:

John William

Surname:

Hanson

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?:

None

Ofcom may publish a response summary:

No

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?:

No, far too weak and wooly. This will require much greater clarity and crucially, enforcement will be required.

It is abundantly clear that charges by B.T. for customers who do not pay by direct debit, as well as being unfair and offensive, are disproportionate and quite obviously in blatant breach of the "Unfair Terms in Consumer Contracts Regulations 1999"
Action not guidance is required

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?:

Ofcom should make clear that any charges for payment by cheque or cash by B.T. should not exceed the true cost to the company. My research indicates that this will be less than 80 p per payment.

Ofcom should now prosecute B.T. and force them to reduce this charge to this level, or better still - zero

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

Not everyone has a bank account. Why does B.T. seek also to charge for payments by cash?

This is discriminatory, charging different customers differently.

Some customers, myself included, are adamantly opposed to direct debits as a matter of choice.

I am, of course, refusing to pay the discriminatory and, probably illegal non direct debit charge

The result may be that after 25 years as a loyal and excellent paying customer I am cut off

Additional comments:

I live in the country beyond the reach of cable.

B.T. has a MONOPOLY of the landline that reaches me

Even if I changed to another company I still require a B.T. landline and still have the same problem

Therefore B.T.'s aggressive and rapacious action is likely to deprive me of the use of ANY landline telephone

It is wrong for a monopoly provider to behave in this way