

Title:

Ms

Forename:

Jennifer

Surname:

Brown

Representing:

Self

Organisation (if applicable):

N/A

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:

Yes

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?:

Absolutely yes.

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

Again, absolutely 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?:

Additional comments:

I believe the charges currently levied by communications providers where customers do not opt to pay by direct debit are disgracefully high.

Customers (like me) who send payment within 3-5 days upon receipt of a bill, should not be charged anything.

Any charge that really has to be made should reflect the cost of cashing a cheque and nothing more. Something in the region of about 50p.