

Title:

Ms

Forename:

Marion

Surname:

Adamson

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?:

Stricter guidance and/or directive needed in requiring companies to show dispute provisions as prominently as advertised prices.

Stricter guidance needed on requiring companies to write to customers when there is a change of name or address and telephone numbers of companies where customers can contact them with complaints and notice etc.

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?:

No:

Notice periods---Ofcom and company notice periods to move or end a service should be explicitly extended to customer notice periods so that neither is longer than administratively necessary.

Additional payments---no-one should be charged for paying a bill or for services/goods on time.. You do not pay extra in shops so should not pay extra to companies.

A full 24 hours should pass from business closing time before someone is charged extra for failing to pay a bill on time. We live in a 24 hour global world and a 2 or 3 hour delay in meeting a deadline should not be used for collecting £12 extra, which does not reflect the much lower cost of a computer generated automatic letter.

Social Telephony---a group of customers who need to be included here are low paid workers who are just out of the benefits range, eg those earning less than 15,000 per year.

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

guidance is needed on the sale of services/goods, especially where there is no dispute system provided.

ie what actions and steps can be taken by customers and who they can contact for complaint and redress.

Additional comments:

OFCOM should give tighter guidance on the fairness of minimum contracts when there is no charges for goods provided as a part of the return payments. Such as 12 month minimum contracts for pay monthly mobile services where no handset etc is provided and only telephony services are provided.

This very specifically obstructs competition and stops consumers moving between providers as new cheaper services are available.