

Title:

Forename:

Surname:

Representing:

Self

Organisation (if applicable):

Email:

What do you want Ofcom to keep confidential?:

Keep name 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?:

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

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:

In your web page:

www.ofcom.org.uk/media/news/2008/02/nr_20080228

you state:

"where the extra charges are prominent and transparent enough, normal competition ? and not regulation ? will provide price discipline on behalf of consumers."

There is NO normal competition, there is only a duopoly: the choice between BT and VirginMedia, which is no real choice at all.

Both companies charge extra for cash etc payments, BT at £1.50 per month/£4.50 per quarter, whereas VM charge £5 pm.

How come you've said NOTHING about VM??? If BT is bad, then VM is far worse (although I dislike BT more).

Have you asked both companies to tell you what their REAL costs are? It's like the banks and their exorbitant charges for going overdrawn, and as you know, is subject to a court ruling, hopefully soon.

Maybe you should get VM to offer quarterly billing too.