

Title:

Forename:

Surname:

Representing:

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?:

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?:

yes

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

1. the effect of changes for those with existing fixed-term contracts, where the consumer is disadvantaged by BT's changes to charges.
2. the justification for BT's bill-payment charges is that it is expensive to issue reminders and chase non-payers. Is it not unfair that those who pay on time should bear this cost? When, for example, credit card payments are made late, it is the individual who pays extra, not everyone with that brand of card.

Additional comments: